

CASTLE VALE HOUSE Bed and Breakfast 01289 303699 / 07780 614083
Railway Street, BERWICK-UPON-TWEED TD15 1NF

TERMS & CONDITIONS

Thank you for choosing to book to stay at Castle Vale House. We look forward to welcoming you. When you make this booking you are entering an agreement with us.

Please read our terms and conditions of booking below.

Prices

The price includes room and breakfasts. Payment is usually taken on arrival. We accept cash, debit cards, credit cards, corporate cards and Amex. Credit cards incur a handling fee of 1.5%; the fee for corporate/international/non-European/Amex cards is 2%.

Deposits

A non-refundable deposit of £50 is required when booking by phone. Online bookings may also require a deposit. Payment by credit/debit card, cheque, with balance paid on departure.

Cancellation

Cancellation insurance is recommended as the full cost of the accommodation will be payable in the event of a cancellation within less than 48 hours.

Should a guest wish to cancel a booking, notice should be given by phone or email, and also by cancelling online if booked through an agent such as *Booking.com*.

Maximum number of visitors

The number of visitors occupying the rooms must not exceed the agreed limit.

Safety & Hygiene

In the interests of safety and hygiene, all rooms are NON SMOKING. We reserve the right to charge guests for the extra costs of cleaning if they smoke in their room, which includes smoking out of the window or on the fire escape. Guests may smoke outside using seating by the front door.

Arrival & Departure

Check-in time is from 15:00 -18:30 on the day of arrival. Please let us know if you plan to arrive after 18:30. Check out is by 10.30 am.

The rooms must be left in a clean and tidy condition otherwise additional charges may be made.

Damages and Breakages

Please take care with our accommodation. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. This includes any accidental soiling of linen or towels. *Please report these as soon as they occur.* We do not normally charge for minor breakages or soiling, but we may send you an invoice for repair or making good *if the damage or breakage is significant*, and we may make an additional charge of £50.00 *if you did not report this.*

Liability

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

Data

Any data gathered during the course of this booking may be held on computer. This does not include card details, which are kept securely until payment is made, and then destroyed.