

# TERMS AND CONDITIONS

The terms and conditions detailed below apply to all prices quoted on the website or associated literature. When you make a booking via the website online, by telephone, or in person, your contract will be with The Earlsdale Bed & Breakfast, 51 St Brannocks Road, Ilfracombe, Devon EX34 8EQ. Telephone 01271 863653.

Bookings may be made either by telephone, by person or online.

## Deposit Payment

All Bookings made by telephone or via our website require a £50 non-refundable deposit per room. This will be processed and charged with the credit card details provided and is non refundable. If the room is booked and/or cancelled within 7 days of arrival date full payment of the stay is required.

Third Party online booking agents conditions differ with each agent. Please refer to the agent you have booked with for further details. Sorry no cheque payments can be accepted.

See cancellation details below. We strongly advise all of our guests to take holiday insurance.

## Pricing

All prices shown are in £'s per Room per Night. They are based on two people sharing a double room for 1 or 2 consecutive night's stay, a minimum 2 nights stay applies through the summer season.

## What the price includes:

Prices for breaks include a comfortable, well appointed Twin, Double, King or Superling bedroom with Digital TV, Hair dryer, Tea and Coffee making facilities, bottled water and complimentary toiletries for the first night. Bathroom facilities include en-suite Shower with Washbasin and Toilet. Additional facilities in the room are Mini Fridges. (All items are priced accordingly) To be paid on departure.

## Check In & Check Out

Rooms are available from 3pm on the day of arrival. Rooms must be vacated by 10:00am on the day of departure unless otherwise agreed in advance.

## Meal Arrangements

The Room Tariff includes a full breakfast with tea or coffee. There is no refund for breakfasts not taken.

## Car Parking

Car Parking is free and is subject to availability. No responsibility is taken for loss or damage to or from any vehicle.

## Bill Settlement

Prior to your departure from The Earlsdale you will be required to settle your bill either by cash or card. The Earlsdale accepts most major credit cards including Mastercard and Visa. Lost Room and Front Door Keys will be charged at up to £50.00 each to replace.



# TERMS AND CONDITIONS cont.

## **Cancellations & Amendments**

In the event of a booking being cancelled up to 7 days before the arrival date the £50 per room deposit will not be refunded. 7 days or less or in the case of a no show, the total amount of the reservation will be charged with the credit card details provided at the time of booking. If your card details provided are incorrect or have been declined at the time of booking, your reservation will be cancelled and you will no longer have a contract with The Earlsdale. In the event that the room can be re-booked for the same duration, a full refund will be considered less the £50 per room initial deposit, once the booked date has passed.

**We strongly recommend all customers to have full comprehensive holiday insurance.**

No refunds for early departures.

Whilst every effort is made to fulfil your requests, unfortunately we cannot guarantee these and failure to do so will not constitute a breach of contract. In the unlikely event that we have to change or cancel your reservation, we reserve the right to do so. However you have the right to:

- Accept the changed arrangements as notified.
- Make alternative arrangements with The Earlsdale.
- Cancel your reservation and receive a refund of monies due.

## **Disability Access**

At The Earlsdale we endeavour to provide a personal, caring and welcoming service to all our guests. We are sensitive to the needs of our guests and will try to meet any special needs or overcome barriers affectively and respectfully.

The Earlsdale was built in 1885, consequently there are some limitations to accessibility. The main entrance has a car park where you can park immediately outside. The main access is up 7 steps with a hand rail. We do not have a wheelchair ramp but if you require assistance there is a telephone number listed outside and we try to assist where possible.

Our dining room, bar area and guest lounge is located on the ground floor. All bedrooms are located on the 1<sup>st</sup> and 2<sup>nd</sup> floors with access via stairs. The Earlsdale does not have a lift. We are pleased to accept assistance dogs in all our rooms. We sincerely hope we can meet your needs during your stay. Please feel free to contact us for any specific queries.

## **General Information**

Although every effort has been made to ensure the accuracy of the information contained within this website and booking conditions, we cannot accept any responsibility for any errors or omissions, and reserve the right to vary, amend or cancel any information featured in this website should we find such alterations necessary.

The Earlsdale cannot be held responsible for events beyond its control or the control of the suppliers (such as fire, strike, industrial action, terrorist activity, technical problems with transport and bad weather), nor to any curtailment, cancellation or change to accommodation as a result of such events.

We sincerely hope you enjoy your experience at The Earlsdale.

