

## **Blackaddie House Hotel Terms & Conditions**

### **Notice Period:**

Normal room Bookings: 2 days. Written notice is defined as a letter, fax or email. The period of notice is taken from 2.00 p.m. on the proposed day of arrival.

Special offer deals such as KGB etc: 14 days. Written notice is defined as a letter, fax or email. The period of notice is taken from 2.00 p.m. on the proposed day of arrival.

Theme Package Bookings: e.g. Christmas, New Year, Murder Mystery: 14 days. Written notice is defined as a letter, fax or email. The period of notice is taken from 2.00 p.m. on the proposed day of arrival.

In the case of exclusive use bookings these require a minimum of 30 days written notice.

In the case of cancellation with less than the required notice the booking becomes non-refundable and non-transferable.

Self Catering Bookings: Please see [www.nithriversidecottages.co.uk](http://www.nithriversidecottages.co.uk) for full details of terms & conditions.

### **Charges:**

In the event of cancellation for either rooms, KGB package or themed packages every effort will be made to re-let the room(s) / package. However if we are unable to re-let we will charge up to full price of the total cost of the rooms or package booked if cancelled within the relevant cancellation period.

### **Method of Charging:**

Any cancellation charges will initially be offset against any deposit held and the balance will be charged against the credit card supplied to secure the booking.

### **No Show Charges:**

All bookings are guaranteed by a 20% deposit and credit card for late arrival. Failure to arrive will result in the full cost of the first nights accommodation being charged to your credit card for normal room bookings and in the case of packages the full cost of the package will be charged.

### **Shortening of the Stay:**

If you decide (for whatever reason) to leave before your booked departure date then the full amount of the original booking is still payable unless cancelled within the relevant cancellation period.

### **Children:**

Children are welcome at Blackaddie and all children under the age of 5 are free. We have travel cots available free of charge and extra beds which are charged at £20 per night.

**Check in & Check out times:**

Check in is normally from 2pm in all cases, should you require an earlier check in time please advise us in advance so we can be ready for you arriving. If you anticipate arriving late please let us know if possible in plenty of time. Under normal circumstances check in is available until 23.00 hrs. Check out is 10am Monday to Friday and 10.30am Saturday & Sunday. A later check out time of 12 noon is available at an extra £20.00.

**Smoking:**

Please be aware we are a NO SMOKING establishment throughout. We reserve the right to make an extra charge for cleaning if someone has been deemed to have been smoking in one of the rooms, suites or cottages.

**Pets:**

Pets are welcome and we make a small charge of £10 per pet per night to cover extra cleaning. We ask all pet owners to be responsible for their animals and to keep them under strict control at all times. If they are left in your room while you are down at diner or in the bar please be aware that you may be asked to put the animal in your car if it is making a noise that is likely to disturb other guests. Pets are allowed in almost all rooms (we keep certain rooms pet free) except the two dining rooms.

**Payment:**

Full payment is due on departure unless other arrangements have been made prior to arrival. For all booking made within the relevant cancellation period full payment is required at the time of booking. We accept most major credit and debit cards with the exception of Diners Club and JCB. We also accept payment via cheque with a valid bankers card and of course we are happy to take cash.

**Dinner Reservations:**

If a diner reservation is made it too is subject to the same cancellation policy as a room booking and we reserve the right to make a charge for any restaurant booking that is cancelled without the required notice. This policy extends to both dining rooms and all menus.

**A word of caution**

To prevent any potential loss due to cancellations we do stress the importance of taking out travel insurance to protect yourself.