

Trough Ivy House - Terms and Conditions

Bookings

Bookings will only be accepted by persons over 18 years of age and must not be sold on or passed to third parties. Under 18's must be accompanied by a parent or guardian.

Deposit Payments

Your deposit/payment ensures that the accommodation requested by you has been reserved for the total number of nights you have booked and is **non refundable**.

The booking is accepted on the understanding that any balance owing will be paid in full.

It is the responsibility of the person/s making the reservation that the full amount is paid for all their rooms/self catering apartment suite, their occupancy and the total of nights booked.

Cancellation/Changes

Any deposit/payment will not be refunded as it is likely that the accommodation reserved for you has been refused to others for each night booked.

If you cancel within one week or fail to honour your booking we reserve the right to claim any balance owing to us should we be unable to rebook your accommodation. We strongly recommend travel insurance – see the link below.

If a change to your booking results in our being out of pocket, we reserve the right to make an additional charge to cover any costs.

We cannot be held responsible for any changes to or cancellation of your booking for reasons that are beyond our control.

A telephone call to cancel or change a booking will need to be confirmed in writing.

Travel Insurance is available

We are pleased to assist you by providing links to a choice of travel insurance companies who are able to arrange protection for you that will cover you in the event of a genuine need to cancel.

<http://www.world-first.co.uk/home/travel-insurance.aspx?aff=tro6>
www.lyoninsurance.co.uk

Fire Regulations

Tampering with any of the fire equipment is illegal. Fire doors must not be propped open.

Visitors

To comply with insurance regulations, unfortunately we cannot allow visitors to guest bedrooms or the self catering apartment suite.

Damage to property/contents

We reserve the right to charge for any damage to or replacement of property and/or contents as a result of actions by guests.