

# Booking Terms and Conditions

The Old Forge Bed and Breakfast  
Knockin  
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Shropshire  
SY10 8HQ

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**VAT:** We are not VAT registered

Thank you for choosing to book with us at The Old Forge Bed and Breakfast, Knockin. We look forward to welcoming you. By making this booking, you are entering an agreement with us. Please read our terms and conditions of booking below.

## Prices

The price per room per night includes accommodation in the specified room and includes breakfast of your choice from our menu.

## Pets

With the exception of assistance dogs, we do not allow pets at the property.

## Children

Children are welcome. We have a family room with a bed-settee and a cot and high chair are also available upon request. Parents or guardians are responsible for their children's safety. Therefore, children should be accompanied and supervised at all times in the house and the outside garden and patio area, etc.

## Cancellation and Insurance

By making your booking, our agreement is a legal contract. Your deposit is non-refundable in the unfortunate event that you should need to cancel within 14 days of your anticipated arrival and we are unable to re-sell the accommodation. If you cancel within 24 hours of arrival we reserve the right to charge you for the full cost of your stay.

If you cancel your booking giving more than 28 days notice, we will refund your deposit less a £10 administration fee per room.

We would recommend that you consider taking out cancellation insurance to cover this cost.

### **Non-availability of Accommodation**

We would only cancel your holiday if your accommodation was unavailable for reasons beyond our control. We would, however, attempt to offer you alternative accommodation. If this was not possible, or unacceptable to you, then we would refund all monies paid by you for the holiday. Our liability would not extend beyond this refund.

### **Arrival**

Your accommodation will be available to you from 2 p.m. on the day of arrival, unless otherwise arranged. We may not be able to accommodate you if you arrive earlier than the agreed time as we may be busy preparing your rooms. As this is not a hotel with a 24 hour reception, an agreed arrival time must be adhered to in order for us to be able to greet you and allow you access to the house.

Please ensure you contact us no later than 6 p.m. to let us know if you will be arriving later than arranged. Failure to notify us may result in the room being re-let or the full cost of the room being charged to you. Please contact us by landline or mobile (numbers above).

### **Departure**

Please be ready to leave by 10.30 a.m. on weekdays and 11 a.m. at weekends on the day of departure, unless otherwise arranged.

### **Smoking**

Please note that in accordance with UK legislation, no smoking is permitted at The Old Forge Bed and Breakfast, this extends to all rooms and all parts of the house. Smoking is permitted in the garden providing that other non-smoking guests are not disturbed. Guests are respectfully requested to observe this condition and we reserve the right to ask anyone who disregards this policy to leave the premises immediately. Payments for the full booking will be charged plus the cost of cleaning all bedding, carpets, upholstery and soft furnishings plus the cost of an extra night so that the room can be fully aired before we can re-let.

## **Damages and Breakages**

Please take care when staying in our home. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. All we ask is that you report any incidents as they occur. We do not normally charge for minor breakages, but we may send you an invoice for replacement, repair or making good if the damage or breakage is significant.

Please remember that damage may be more expensive to repair if it has not been attended to quickly or concealed.

## **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.

## **Consideration to Guests and Owners**

Please respect others who are using the accommodation when entering or leaving the accommodation as they may be resting or sleeping.

## **Privacy Policy**

Any data collected during the course of your booking may be stored on our computer. With your permission, we may, from time to time, contact you about promotions and offers. We will not share your details with any third party.

**A warm welcome awaits you by Wendy and Colin at The Old Forge**