

West View Lodge Terms and Conditions

We have had to introduce this section due to the number of 'no shows' we have experienced.

Booking Details of Credit/Debit Card are required at the time of booking to confirm the reservation.

We respectfully remind guests that a reservation made and accepting accommodation by telephone, e-mail or in writing constitutes a legally binding contract between themselves and West View Lodge.

A deposit will be required to secure the booking:

- For a one to four night stay 100%
- 5 or more nights – 4 nights deposit
- 7 or more nights – 7 nights deposit

For one night bookings we do not offer a refund.

Reservations cancelled less than 7 days before arrival whatever the reason is, **ARE NOT REFUNDABLE** at all unless we can re-book the accommodation. We will always do our best to rebook accommodation.

Booking Terms - Check In Rooms are available from 2pm, rooms must be vacated by 10am. Should you wish to check in or out outside of these times then please discuss this with us and we will do our very best to accommodate your requirements.

We request that the balance is paid on arrival by either credit /debit card or cash.

CANCELLATION POLICY

Please note that we are a small establishment and although we understand that plans change for various reasons, please realise that cancellations affect us greatly. Last minute cancellations and changes can make it very difficult for us to re-book.

Please note that should you wish to cancel your booking and the room cannot be re-booked, then the deposit will not be refunded.

We consider that our rates are extremely competitive in our location which is why we have such a strict cancellation policy.

NO SHOWS

If you fail to arrive and you have not cancelled your booking with us we will impose a "no show" charge. The "no show" charge will be the total price of the booking. We really regret having to enforce this, but so many people have booked with us then do not have the manners to inform us that they no longer require accommodation and we have in the meantime turned people away.

WEEKLY BOOKINGS

Our accommodation appeals to business people working in the area who are on long term contracts, we understand that for many contractors it is not always possible to give us notice of when your contract might come to an end. Therefore we have payment terms for our long term guests:

For weekly bookings and for Monday to Thursday weekly bookings we require payment in advance, if payment is not received by Friday morning we will assume that the room(s) are not required for the following week.

The payment is non-refundable unless we are able to re-book the room. The majority of our enquiries are received during the weekend or on a Monday morning, therefore if you find that you have to cancel please give us as much notice as possible and the chances are we can re-book the room(s), therefore being able to give you a refund.

A PERSONAL NOTE

Why this cancellation policy?

A room cancellation in a hotel is a low percentage of the total capacity of the hotel and therefore any cancellation has little effect on their overall business for any particular day. In the case of a small bed & breakfast any cancellation represents a far greater proportion of our business. That is why our Cancellation Policy is less flexible than those of the hotels. By taking your reservation, we agree to keep a room or rooms available for you, to the exclusion of all others, for the dates you have requested.

We consider our tariff to be extremely competitive in our location, and we have had to introduce a strict cancellation policy due to the number of 'no shows' we have experienced. By doing so this will enable us to keep our prices at their considerably competitive level giving our guests best value for money.

If you do need to cancel we will endeavour to do our best to re-book the room in order to be able to offer a refund. Guests are reminded that should they have to cancel their booking and the room cannot be re-booked, their deposit will not be refunded. In the event of any changes to the previously agreed reservation, we reserve the right to claim the full tariff for any remaining period of the booking over which it has not been possible to re-book the room(s).

The following information is required to make any booking:

1. Your name.
2. The number of people in your party.
3. A valid payment card number, debit or credit (we do not accept Diners Club or American Express).
4. Valid from date (OR issue number) and the expiry date on card.
5. The last 3 digits of the security code on the back of the card.
6. Let us know whether you require a receipt and who it should be addressed to.
7. A contact telephone number.
8. Your estimated time of arrival.