

## TERMS AND CONDITIONS AND ACCESS

### **Arrival & Check-out Times**

Our check-in time is 4pm and no later than 9pm everyday. Any arrivals outside these times must be pre-arranged before you arrive, so that we can be in to welcome you. If you arrive and your room is not available we are happy to hold your luggage until it is ready.

Check-outs must be made by 10.30am. We are happy to hold your luggage until later in the day if you are leaving on a later train or flight home.

### **How to find us**

Details can be found on our website front page. Just enter your post code in our Google Map, and you get full directions to our house. Alternatively, you can navigate the map, and print if you are walking from the train station or town.

### **Parking**

We are conveniently situated for guest parking. We issue a free parking pass when you arrive, which enables you to park all over town in resident parking bays and in our street for free. However, in the busy months of the year, and at weekends, parking may not be guaranteed close to the Guest House. In the unlikely situation where parking is not possible, we will advise of alternative areas to park.

### **Bookings / Reservations**

A £40 deposit is required to reserve any of our rooms. Payments can be made by cash if preferred. Sorry due to our bank no longer accepting guarantees, we can no longer accept cheque payments.

Card payments welcome. However they may be subject to a small charge where applicable:

Card Type	Charge
Visa Card	3%
Master Card	3%
Maestro (non Domestic) Business Type	3%
Commercial / JCB Card	5%
Maestro (Domestic) / Solo	No Charge (Except Business Card)
Standard UK Debit Cards (Electron etc)	No Charge (Except Business Card)

If you place a booking within 5 days of your intended arrival payment must be in full using a valid credit or debit card. We reserve the right to validate and pre-authorise credit cards prior to your arrival to avoid fraudulent use.

We always like to confirm your booking by Letter, Email or Mobile Txt Message where possible.

### **Cancellations**

If you have to cancel your booking, a refund will be offered at our discretion. However, if a cancellation is received within 3 days of your due arrival date payments are not refundable. If you are concerned about the possibility of cancellation you are advised to take out suitable Travel Insurance. If you have to cut short your stay with us for any reason your deposit will be forfeited and you will be charged for the nights you have stayed.

### **Breakfast / Evening Meals**

Our Dining Room is situated off our main hallway and is on the ground floor.

A separate table for 2 persons is available for every room, which many of our guests appreciate very much. However, if you wish to share we can if requested seat a party of 3 or 4 persons on one table.

Our breakfast & Evening Meal

Menus can be found on our Website under the "facilities" tab. <http://40ravensdowne.co.uk/>

Breakfast is served between 8.30am to 9.30am (Earlier breakfasts are possible but menu may be limited) Evening Meals are served from 6.30pm. (Other times can be arranged by prior notice). Evening Meals are cooked by request and on certain days of the year we may have a fixed menu only or limited menu choice. Minimum order of 2 is required for certain dishes such as curries.

## **House Access**

Access is gained via the main entrance. A small step of six inches is required to gain access to the porch. Access to the hallway is gained through a second door, where our reception is located.

## **Room Access**

Our staircase is original built in 1760 (Georgian period), and is a fairly shallow one (ie not too steep). There are 2 small landings between each floor.

Specifications of our rooms are clearly shown on our website.

The Leslie & Stewart Rooms are located on the First Floor. Access is gained by 8 small steps via a small landing and a further 8 steps.

The Annison Room is located on the Second Floor. Access is gained by 8 small steps via a small landing and a further 8 steps to the second landing, then a further 8 steps.

The Harris Room is located in our Attic, which we believe was converted for use some 250 years ago. It has a fairly low ceiling, which may not be suitable for all if you are exceptionally tall. You need to contact us if you have any concerns before placing a booking. Access is the same as the Annison Room, but with a private staircase to the room with a further 15 steps. It is a fairly steep rise so it may not be suitable for the elderly and persons with walking difficulties.

## **Internet Use**

This is a free service and you must have your own laptop to gain access to the Internet. You may be asked to sign our terms and conditions of use. Access is gained by password only that we will give you. We reserve the right to cancel your use of the internet at anytime and for any reason.

Our Internet Service connection is not guaranteed to be available at any given time. At certain times it may not be working if we need to service or provide maintenance to our equipment.

## **Loss of Keys**

Please let us know immediately if you have lost or you suspect your guesthouse keys are stolen. If they cannot be recovered we may have to charge you for their replacement.

## **Guest Information**

Please note you must be over 18 to be accepted in any of our rooms unless accompanied by an adult over 21. We like to ensure that all our guests enjoy the finest comforts possible during your stay with us. For this reason we reserve the right to refuse entry. If during your stay we suspect any guest acting in an unreasonable manner or deliberate misuse of our facilities, you may be asked to leave immediately. If we identify damage or misuse resulting in your room being unavailable to the next guest you may be liable to additional charges. We will advise you of these before any charges are made.

## **Safety**

As mentioned on our main website, we have a very sophisticated Alarm System installed in the house. This is serviced annually, and checked monthly. We undertake a Fire Alarm check monthly. You will be advised about this if you are present in the house.

## **Additional Information**

- Unfortunately we do not have disabled facilities in our House
- Children under the age of 12 years cannot be accommodated

## **Future plans**

- None planned for 2011

*THE INFORMATION ABOVE WAS CORRECT AT THE TIME OF PUBLICATION AND MAY BE SUBJECT TO CHANGE WITHOUT NOTICE. WE RESERVE THE RIGHT TO MAKE ANY AMENDMENTS AS REQUIRED.*