

# Terms and Conditions

## FERNBANK

“Now For The Small Print”

### DEPOSITS

A Non-Returnable Deposit equivalent to the 1st Nights stay is required at time of booking. Discounted car ferries, full payment at time of booking.

ALL BALANCES ARE DUE ON ARRIVAL AT THE HOTEL.

### CANCELLATION

Cancellation charges are due on the date that your holiday was due to commence, and are calculated as follows:

Cancellation more than 4 weeks prior to arrival.	Loss of deposit only
2 to 4 weeks prior to arrival date:	50% of holiday total
13 nights - 24 hours prior to arrival	75% of holiday total
Less than 24 hours prior to arrival or no show	100% of holiday total

No allowances will be made for late arrivals or early departures.

Cancellation charges are always applied

We recommend you to take out holiday cancellation insurance for all persons. In the event of cancellation through illness, death, redundancy or injury.

Notice of cancellation, must be received in writing.

### CAR PARKING

Guests using the Fernbanks private car park, do so entirely at their own risk

### LOST PROPERTY

The proprietor can not be held responsible for valuables at the Fernbank, unless handed in at reception and a receipt obtained.

A £5.00 charge plus postage and packing will be charged in advance, to return property left at the Fernbank. Any items not claimed over a two week period will be given to charity or destroyed.

### CONSUMPTION OF FOOD.

Only food cooked and purchased at the Fernbank may be consumed here. Hot food is not allowed in the bedrooms.

### DAMAGE TO THE HOTEL

Guests causing damage to the building or fixtures and fittings will be charged for the replacement or repair. The person paying for the booking will be deemed liable for the full cost therein if the guest is unable to pay.

### NO SMOKING POLICY

All areas within the building are strictly designated as non -smoking. The Fernbank does allow smoking in the garden and ashtrays are provided. Anyone who smokes in their room will be liable to pay a £40.00 cleaning charge. If an individual persists in smoking, they will be asked to settle their bill, including the cleaning charge, and regrettably asked to vacate the premises immediately.