

Booking Terms & Conditions (Accommodation)

1: Our Prices

The advertised price includes accommodation and breakfast only. All extras such as additional meals, drinks, snacks and services are in addition to the advertised rate. All additional goods and services required during your stay must be settled in full at the point of purchase.

2: Payment

A non-refundable deposit of £50 per room per night is required at the time of booking. The outstanding balance will be due for payment upon arrival at the property.

3: Cancellation

Your booking, our agreement is a legal contract and any deposit you may have paid is NON-REFUNDABLE. If you need to cancel please contact us immediately.

3.1 For cancellations made up to 14 DAYS prior to the arrival date:

You will NOT be liable for the total amount of the booking.

3.2 All cancellations will incur a 5% administration fee. This fee is 5% of the original amount paid and can only be refunded to the debit/credit card used when the original booking was processed.

3.3 For cancellations made within 14 DAYS of the arrival date:

You will be liable for the total amount of the booking. As part of this agreement, you authorise Laburnum House Hawes to collect the outstanding balance using the original method of payment, as supplied when completing the booking.

4: Covid-19 - Reservations & Future Bookings

We reserve the right to cancel any booking should the Government advise of a lockdown at any time, and we are required to close Laburnum House Hawes.

If you fall ill, either with Covid-19 or any other condition we will charge in accordance with our Cancellation Policy at our discretion.

If you fall ill, whilst at Laburnum House Hawes either with Covid-19, or any other condition we will charge the advertised room rate for any additional accommodation nights consumed should you be unable to vacate the premises.

5: Reduction & No Show

In the event of a no show or booking reduction (after arrival date) the full cost of the booking is charged. As part of this agreement, you authorise Laburnum House Hawes to collect the outstanding balance using the original method of payment, as supplied when completing the booking.

6: Bedrooms - Maximum Occupancy

All of our bedrooms can only sleep a maximum of two adults with one infant under the age of three years. Parents/Guardians must provide their own cot and bedding if required. Guests over the age of three years who require their own bed must have a reservation made for a room/bed when making a booking.

7: Non-availability

We would only cancel your booking if the accommodation were unavailable due to circumstances beyond our control. We will attempt to offer you alternative accommodation in the local area, however if this is not possible, or unacceptable to you, then we will refund all monies paid by you. Our liability would not extend beyond this refund.

8: Future Bookings

One Year in Advance

For bookings beyond one year in advance please contact us to discuss your requirements.

Multiple Nights

For bookings of four days or more please contact us to discuss your requirements.

9: Arrival and Departure

In order to provide a consistent level of service we have the following arrival and departure policy.

Arrival: Between 16:00 - 19:00 on the day of arrival.

Departure: Before 07:30 - 09:30 on the day of departure.

Please contact us to discuss, should our policy not meet your requirements.

10: Guest Wi-Fi, Smart TV and Internet Terms of Service

During your stay at Laburnum House Hawes, we offer our guests complimentary Wi-Fi, smart TV and Internet use. All guests are required to accept our Guest Wi-Fi, Smart TV and Internet Terms of Service, should access be required. Connection instructions are supplied during check-in. Full terms and conditions are available upon request.

11: Housekeeping

Guests may request a change of towels and bed linen when staying for more than two nights. Please discuss your requirements on arrival at Laburnum House.

12: Breakfast

Breakfast is served in our Tea Room from 07:00hrs to 08:30hrs. We currently provide a pre-order form for each breakfast and this should be completed by 21:00hrs and left in the basket on the hall table.

13: Special Dietary Requirements

If you have any dietary requirements, please contact us to discuss your requirement 10 days in advance of your stay.

You may email your request to the address below. Please remember to include your booking confirmation number with the emailed request.

reservations@laburnumhousehawes.co.uk

14: Parking

We can provide parking for a limited number of motorcycles and bicycles (See below for detail.) Unfortunately, we are unable to provide parking for all other motor vehicles. The town provides free street parking close to the property.

Motorcycles (Free Service) – We are able to provide the use of a ground anchor for a maximum of 2x motorcycles, on a first booked basis. If required, please select this service as an option during the booking process.

Bicycles (Free Service) – We are able to provide limited space to store your bicycle between the hours of 18:00 – 10:00am, on a first booked basis. If required, please select this service as an option during the booking process.

If required, please contact us directly to discuss your requirements.

15: Baggage Handling & Third-Party Courier Services

We require prior notification of any arrangements where a guest has booked the services of a third-party courier or baggage handling service. Please ensure you select the option to notify the property via the 'Additional Extras' section when completing the online booking.

16: Dogs

We will accept one well behaved and fully house-trained dog in room one only. Please select this option as an additional extra at the time of booking via our web portal, or you may telephone to discuss your requirements.

- An additional deep clean charge of £25.00 per stay with a dog is required.
- Your dog is not to be left alone in the room at any time.
- We are unable to allow dogs in the breakfast room with other guests.
- Please do not allow your dog on the bed or any furniture within the property.
- Any damage caused by your dog during your stay will be fully chargeable at the cost of repair, or reinstatement.

You are responsible at all times for the behaviour and management of your dog whilst on the premises.

Accredited Assistance Dogs

We would encourage the owner of an accredited assistance dog to contact us directly to ensure we are able to meet your exact requirements during your stay at Laburnum House Hawes.

17: Smoking

Laburnum House Hawes is a non-smoking property; therefore, you are not permitted to smoke on, or in any part of the property and this includes vaping and e-cigarettes.

18: Safety & Security

Fire Safety & Accessibility

We ask all guest to kindly inform us of their requirements should they require assistance to support safe evacuation in the event of an emergency.

Keys:

- You will be provided with a key for your room and the front door.
- You are responsible for ensuring your room is secured at all times.
- You are responsible for locking the front door upon entering or leaving the premises outside of the Tea Room trading hours.

Loss of, or failure to return a room key on your day of departure will incur a charge of £150:00

19: Damage and Breakages

You are responsible and liable for any damage or breakages, which you cause, to the accommodation and its contents. All damage and breakages must be reported as soon as they occur. We would not normally charge for minor breakages, but we may send you an invoice for the repair or making good where the damage or breakage is significant.

20: Unacceptable Behaviour - Termination of Booking Contract

Guests are requested to consider other residents when entering Laburnum House at night, and to keep noise in communal areas to a minimum. Guests must also keep television/music volumes in their room to an acceptable level to avoid interfering with the comfort of other residents of Laburnum House. Any aggressive, abusive, or anti-social behaviour will not be tolerated, and any person engaging in this behaviour will be asked to vacate their room and leave the premises immediately, and will be liable for the full cost of their room for the booked period.

Any person under the influence, or who appears to be under the influence of alcohol or drugs may be refused entry and/or requested to vacate the premises immediately, and will be liable for the full cost of their room for the booked period.

Any guest that misuses our property, including, but not limited to: exceeding, or attempting to exceed the published and booked room occupancy, or any event or behaviour that gives us cause to fear for our safety, or that of our guests will be asked to vacate the premises immediately, and will be liable for the full cost of their room for the booked period and for any cost incurred to Laburnum House as a result of their behaviour.

We reserve the right, at our discretion, to terminate, without notice, any booking contract due to unacceptable behaviour, or as a result of actions, which are likely to endanger, cause harassment, or distress to others. This includes any interference with safety equipment, or non-compliance with the premises non-smoking policy.

In such circumstances any guest/person will be asked to vacate their room and the premises immediately and will be liable for the full cost of the room for the booked period and for any cost incurred to Laburnum House as a result of their behaviour.

21: Liability

Laburnum House Hawes does not accept any liability for any damage, loss, or injury to any member of your party or possessions, unless proven to be caused by a negligent act by contractors or ourselves whilst in the course of employment.