

Terms & Conditions

for Bed & Breakfast at The Old Rectory, Twigworth, Gloucester

We hereinafter the 'Hosts' look forward to welcoming you hereinafter the 'Guests'. When Guests make a booking they are entering into an agreement with the Hosts. Please read the terms and conditions of booking below.

Arrival and Departure

Check-in time is flexible but should be confirmed with the Hosts in advance of the stay. Guests are asked to vacate their room(s) by 10.30am on the morning of departure. Payment completion is due on the morning of departure. Please make sure keys are left with the Hosts.

Reservations

In order for the Hosts to confirm a reservation, a deposit may be required to secure a booking.

For bookings during the Cheltenham Races' week, the Easter weekend and other peak times or special events as advised by the Hosts full payment in advance is required.

Cancellation by the Guest

In the event of a cancellation up to seven days prior to the scheduled date of arrival no charge will be made. If a Guest cancels a reservation within seven days of the stay a charge will be raised up to a maximum of the cost of the stay. The charge is dependent on circumstances, at the Hosts' discretion. The exception to this policy is for bookings during the Cheltenham Races' week, the Easter weekend or other peak times or special events for which the Hosts reserve the right to make no refunds.

Cancellation by the Hosts

In the unlikely event of the Hosts needing to cancel a booking the payment made by the Guest(s) shall be refunded in full.

Keys and security

Each room has a key as well as a key to the front-door. Guests shall be responsible for their house and room keys and shall return them on departure. Should any key be taken away accidentally, the Guest shall be required to return it.

Evening Meal Reservations

The Hosts can prepare an evening meal for Guests and require a minimum of 24 hours notice of preferences and dietary requirements. If an order is placed and cancelled after midday on the day of dining or not taken for any reason, the full cost of the meal shall remain payable.

Pets

As the Hosts have two cats already here more pets are regrettably not permitted.

Wi-Fi

Guests are entitled to make reasonable and appropriate use of the wi-fi.

Smoking

Smoking is not permitted in the house but there is a summerhouse available in the garden.

Car Parking

A car park is available. Cars parked here are at owners risk.

Change of Room

If a booking is made for a specific room and the room reserved is rendered unusable through circumstances beyond the Hosts' control, the Hosts reserve the right to transfer the booking to an alternative room of similar quality.

Damage and Breakages

Guests shall be liable for any breakages or damages which they cause to the property or its contents.

Liability

The Hosts shall not accept liability for any damage, loss or injury to any member of the Guest's party or vehicles or possessions, unless the Hosts are found to be negligent.

Lost Property

The Hosts can return items that have been left following departure. However, there will be a minimum charge of £5.00 to cover postage and packaging.

Termination Policy

The Hosts reserve the right at their discretion to terminate without notice a Guest's stay which is deemed necessary through unacceptable behaviour or as a result of actions which are likely to endanger or offend others. In such circumstances any outstanding account shall be settled and no refund shall be given.

The Hosts reserve the right to change the prices tariff at any time. This does not affect bookings already made.

The Hosts reserve the right to amend these terms and conditions at any time.

This agreement is governed by the laws of England and the parties hereto submit to the non-exclusive jurisdiction of the English courts.