



## **BOOKING TERMS & CONDITIONS**

John & Anne Thorogood ( trading as 'Clinton House' ) enter into a contract, (whether verbal or written) to supply goods and / or services to you, ( the Customer ) for the price as advertised or otherwise quoted in writing.

Clinton House only accept confirmed bookings on receipt of a non-refundable deposit of the first nights stay per person. Such deposits are accepted by way of cash, cheque or by the customer agreeing to divulge credit / debit card details and may be forfeited in the event of any cancellation or 'no show' .

In the event of a booking cancellation or curtailment with less than 72 hours notice we reserve the right to demand full payment for all reservations. The Customer agrees to waive any other agreement that may exist in respect of cancellation or curtailment. Cancellations are accepted only by post or email and are valid only if acknowledged by ourselves.

Full payment is strictly required by the end of each reservation unless other arrangements have been made in writing.

It is strictly forbidden for any person to publish any article, comment, remark, photograph or other media about or in way connected with Clinton House or any Guests who may be resident without the express written permission of the owners. Clinton House reserve the right to charge up to £500 for any breach of this condition.

Our Access Statement is available on request.

Where a Customer provides details of credit or debit card, Clinton House will deduct payments arising from the above terms ( or any other legitimate claims such as loss, theft, damage to rooms, smoking in rooms or other unreasonable or hazardous cleaning requirements) from the Customers card using the 'customer not present' facility. The customer unreservedly accepts and agrees to the authorisation of such a process, and will be notified in writing of such action and a PDQ receipt duly issued.

Other Customers making payment by other means will be required to make payment in respect of any of the above within 14 days.

Double and Twin rooms are often let for single occupancy. This is a concessionary arrangement and carries an element of trust. In the event that illicit additional persons are found to occupy or have occupied these rooms, we reserve the right to charge in full at the appropriate occupancy rate.

Clinton House accept no responsibility or liability for loss, damage or theft of Customers property.

Any customer accepting a booking shall be deemed to have fully and unreservedly agreed to these terms & conditions.