

Our purpose is to provide Executive Quality Bed & Breakfast to the highest standard for the discerning tourist & business user

Willow Run

Terms & Conditions



We respectfully remind guests that a confirmed booking constitutes a contract with us. In order to avoid any misunderstanding in respect of your booking, please read our Terms and Conditions below before you sign.

All bookings require a deposit of 1 night's stay for each room booked to secure your reservation/s. This can be charged to your credit card or by cheque, made payable to D A Alexander noting your card number on the reverse. Please ensure cheques reach us within 10 days of making your provisional booking, beyond this time, we are unable to guarantee your reservation. An email or letter confirming your booking will be sent. To help us facilitate your quick and easy departure at our busiest time in the mornings, payment in full is required on your arrival of any balance outstanding. Bookings made within 7 days or less of your arrival requires valid credit card details for pre authorisation. Payment on arrival is either by cash or, charged to your card (*handling fee applies*). Please see our cancellation policy below.

Prices:

Accommodation, breakfast, parking and WiFi included. We accept the following forms of payment; i) cash; ii) credit card or, iii) cheque accompanied by a current cheque guarantee card. A £2.50 handling fee for each credit or debit card transaction applies. All extras such as supplementary snacks, telephone, internet, faxing, newspapers, flowers, confectionery, etc., are additional. Flowers and/or confectionery require 10 days notice. Pricing varies; please telephone to discuss in more detail.

Cancellation and Insurance:

Once we have confirmed your booking, this agreement is a legal contract and any deposit you have paid is non-refundable unless we are able to re-let the accommodation, £12.00 admin costs will also be deducted. The following conditions apply; i) cancellations made up to 28 days before your date of arrival - you will not be liable for the balance; ii) 27-14 days - you will be liable for 50% of the total balance due, 75% for weekend bookings; iii) after this time or by failing to take up the booking without cancelling you will be liable for the total amount. iv) we regret there can be no allowance for curtailment of holidays. You may wish to take out cancellation insurance, which is inexpensive and can be obtained from any good broker. Your insurance contact will be between the insurance company involved and yourselves.

Non-Availability:

Willow Run would only cancel your booking if your accommodation became unavailable for reasons beyond our control. We would attempt to offer you alternative accommodation, however if this was not possible, or unacceptable to you, then we would refund all monies paid by you. Our liability would not extend beyond this refund.

Children:

We do not accept children under the age of 18.

Pets:

Pets are not permitted. Guide dogs however are permissible at an extra charge of £10.00 per dog, per night. Owners must provide the animal's bedding as dogs are not permitted on our beds or chairs. Any additional cleaning as a result will be charged to your credit card.

Arrival:

Check-in is between 4:30pm and 7:30pm. Alternative times strictly by prior arrangement only and must be agreed at least 1 week before your arrival date to ensure our availability and avoid your disappointment. There 'may' be an additional charge for out of hours.

Departure:

On the day of departure, we would ask you to vacate your room by 10am Mon-Fri, 10:30am Sat and Sun. Failure to check out at this time will incur an additional charge of £13.00 per hour or thereof - up to a maximum of 2 hours. Afterwhich the current double room rate will apply. The cost of any extras provided during your stay is payable in cash on departure.

Keys:

Please ensure you leave your key in the door when checking out. Loss of keys will automatically incur a charge of £25.00 to your credit card plus admin costs.

Noise:

For the benefit of all our guests, please refrain from making excessive noise either in or outside of the rooms and from using your mobile phone in the Breakfast Room. If returning late or leaving early, please consider other guests and close doors gently.

Damages & Breakages:

We request all guests to respect our 'home'. You are responsible and liable for any breakages or damage which you cause to our premises or its contents. In the event of an accident, please report immediately it occurs. We do not normally charge for minor breakages, but we may issue you an invoice for repair or making good if the damage or breakage is significant plus, the current double room rate per night if the room is unavailable for use. This also includes any liquid spillages which may require extra cleaning. Any damage not reported will incur an additional charge of £50.00 to your credit card plus admin and other costs.

Willow Run is non-smoking throughout. Anyone found smoking in their room will be asked to leave – no refund will be given. Additional cleaning required will be charged to your credit card plus, the current double room rate per night if the room is unavailable for use. Hot food is not to be consumed in the bedrooms - use of the breakfast room for takeaways can be arranged at no extra cost to guests.

Liability:

We do not accept any liability for any damage, loss or injury to any guest, vehicles or possessions whilst on our property.

Data:

Any data gathered during the course of this booking may be held on our computer but will not be sold or distributed to a third party.

Rooms:

Maximum occupancy of 2 paying guests per room, of which full names and addresses are required by law. We reserve the right to enter rooms in case of emergency or, if we deem there is a problem.

Etiquette and Conduct:

For the comfort, enjoyment and safety of all our guests Willow Run reserves the right to refuse admission either on arrival or during your stay if we suspect that you may cause a disturbance. In the unlikely event that you are requested to vacate the premises or we refuse admission, Willow Run will not be liable for refund or compensation.