

Beaumont B&B (Guest House) Seaton Devon

Terms and Conditions

1.1 Booking & Booking Deposit

By placing a booking with us you and your booking party agree to abide and are bound by the following terms and conditions as set-out below.

By making your reservation with us at the Beaumont B&B your booking represents a legally binding contract, if your booking is via a third party website please note your contract of booking is with us and not them and our website Terms & Conditions will take precedent and you are bound by these automatically.

If you have any questions about booking with us, please contact us prior to making a reservation.

The maximum number of staying guests per room is illustrated in the room occupancy details on the website. Where the person making the booking is different to the main guest taking up the occupation, the person making the booking may be held responsible for cancellation, non-arrival and damages as set-out within. Only the main guest and the named booking party are allowed to use the property and its facilities, any third party visitors are only allowed access at our express permission.

To secure any booking we require a deposit to be paid in advance, this deposit amount is equal to the first night's accommodation rate.

Deposit payments must be 'cleared funds' before a booking can be confirmed. Deposits are only refundable under the conditions set-out below.

Payments can be made online or by telephone using a debit / credit card as well as by digital bank transfer, cheque payments need to be received at least 14 working days prior to your stay. Any charges raised against us by our banks for handling dishonoured cheque's, bank transfers or any other payments, must be reimbursed by the guest making the booking within seven days of any request to do so.

Any remaining balance is to be paid during your stay, if full payment for accommodation is required prior to your stay this will be made clear on booking.

1.2 Late Bookings

Payment will be required upon arrival or prior to arrival for any last minute bookings and immediate reservations on that day.

1.3 Group Bookings

If you wish to make a group booking for three rooms or more a deposit will be required equal to one night's accommodation rate per room at the time of the reservation which is non-refundable. The remaining balance being settled in full 14 days prior to your arrival for the total cost of your booking.

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1.4 Special Dietary Requirements and Allergies

Please notify us prior to your arrival if you or any member of your booking party has any special dietary requirements or any food allergies or intolerance and we will be happy to discuss our menu and advise on which foods are suited to you.

We can advise that the following ingredients which are common allergens may be used in our kitchen on a daily basis and although the list is comprehensive, it is important to discuss this with us and notify us of other allergens that would be harmful.

<ul style="list-style-type: none">• Celery Cereals (containing gluten)• Crustaceans• Eggs• Fish• Lupin (seeds and flour)• Milk• Molluscs• Mustard	<ul style="list-style-type: none">• Nuts• Peanuts• Sesame seeds• soya• sulphur dioxide (preservative often found in dried fruit, meat, soft drinks vegetables)
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1.5 Pets & Service Dogs

We do not accept pets throughout the accommodation, except for service dogs.

The owner of the Beaumont has pet dogs and these live in our private area and are not permitted to enter guest areas but may pass through common areas when transferring between the owners living areas of the house (ground floor & 2nd floor).

1.6 Medical Conditions & Disabilities

Please advise us if you or any member of your party have any disabilities or any medical conditions and requirements prior to your booking/stay to enable us to discuss your requirements or advise you if we are unable to make provision for your particular needs. We reserve the right to cancel the booking if we are unable to make the appropriate provision to accommodate you, please see our Access Statement.

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1.7 Cancellation, Returned Deposit & Non-Arrival Conditions

If for any reason you need to cancel a booking you should contact us as soon as possible. Deposits already paid are only returned in accordance with the following conditions:

- If your Cancellation is made 7 days or more in advance of your arrival date the Full deposit will be refunded less an administration charge of £6.
- If a Cancellation is made 7 days or less of your arrival date then 50% of your deposit will be refunded.
- If a Cancellation is made 48hrs or less of your arrival date there will be No refund issued, full amount of booking will be due.

Non-arrival guests, who are unable to attend or fail to attend for whatever reason forfeit their deposit paid and the full amount of the booking will be due. It is suggested that booking guests take out appropriate holiday/cancellation insurance where required.

If for any reason you need to curtail your stay and leave earlier than the departure date that you booked we reserve the right to charge the total value of your reserved booking.

1.8 Group Bookings Cancellation

If for any reason you need to cancel a group booking you should contact us as soon as possible. Deposits already paid are not refundable only returned in accordance with the following conditions:

- If your Cancellation is made 7 days or more in advance of your arrival date we will refund 50% of the payment that you have made.
- If a Cancellation is made 7 days or less of your arrival date the payments that you have made are not refundable but you can cancel your booking free of charge.

It is suggested that booking guests take out appropriate holiday/cancellation insurance where required.

1.9 Cancellation by Us

Should it become necessary for us to cancel a booking due to unforeseen circumstances beyond our control we will contact you immediately. Any payments made will be refunded in full. Should you wish to, we will attempt to book you into another local bed and breakfast of the same or similar standard of room(s). Should this establishment be more expensive than Beaumont Bed and Breakfast, we will pay for the first night of your stay including any difference to the room rate if a deposit has been paid. Our liability will not extend beyond these conditions. We strongly advise our guests to take out suitable holiday insurance to cover their stay for any unforeseen circumstances.

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1.10 Changing Your Booking

Should you request to change the dates of your booking this will be subject to availability and may be subject to a higher room rate. Changes made seven days or less from the date of check in are classed as a cancellation of booking and are subject to our cancellation terms and conditions. ie 50% payment will still be due. We strongly advise our guests to take out suitable holiday insurance to cover their stay for any unforeseen circumstances.

1.11 Change of Room

If a booking is taken out for a specific room and the room reserved is required to meet a specific guest needs or rendered unusable via circumstances beyond our control, we reserve the right to transfer the booking to an alternative room of similar quality.

1.12 Prices

All prices are correct and are subject to availability at the time of booking. Prices may change at any time without prior warning and notice and cannot be amended once booked.

Please note that the best price is always available via our own website and this also includes any special offers that may be available at certain times.

1.13 Check-in & Check-out

Check in is available from 4.00pm to 6.30pm (16:00 to 18:30) on the day of arrival, we are able to be flexible on check-in times outside of those specified but this must be arranged and confirmed with us prior to the day of your arrival.

We ask that you please vacate your room by 10.30am on the morning of departure and that keys are returned.

2. General Terms & Conditions

2.1 Security

We ask that our home is kept secure and that you observe our security arrangements at all times, this is for your safety as well as ours. Please DO NOT leave the Door Open for others in your party or other guests as this can result in the last person forgetting to shut the door.

We ask that you always be aware of who is following you into the premise as they may not be a guest and if they are staying at the Beaumont B&B they will have a set of keys themselves.

2.2 Liability

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees whilst acting in the course of their employment and duties.

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2.3 Keys

You have access to the building and your room 24 hours a day throughout your stay using a set of keys issued to you when you register on arrival. You have full responsibility of these keys for the duration of your stay. We reserve the right to charge for lost keys.

2.4 No Smoking Policy

Smoking is strictly prohibited within the premises and is only allowed in the designated area outside of the premises and is in accordance with the Health Act 2006.

Please note that offending guests smoking within the premises may be asked to leave immediately and may be liable to charges for professional cleaning of any rooms and any outstanding balance of nights booked but not taken through early departure and are liable to a £100 fine.

If it is noticeable that a guest has been smoking in a room after departure which may disrupt or affect any follow on bookings, we will make a charge to compensate us for any loss that may be incurred in not being able to re-let the room.

2.5 Consideration

All guests agree to respect the privacy and peace of all other staying guests, neighbours and the owners at all times. We reserve the right to cancel a booking with immediate effect if guests are not honouring this agreement or causing a disturbance / nuisance to other guests, neighbours or the owners.

2.6 Guest Rooms

Reasonable access is required to your room during your stay for housekeeping on a daily basis and we ask that you give consideration to vacate your room whilst this can be carried out. We also ask that your room is left reasonably tidy to allow housekeeping to be carried out in a safe manner.

2.7 Footwear

As the Beaumont B&B is fully carpeted throughout please ensure that footwear is wiped before entering the house. We ask that walking boots are left in the entrance porch.

2.8 Damages

Please take care of our home. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. Please report these as soon practically possible especially if you accidentally spill something, it's much easier to clean if we know what it is and act quickly. We do not normally charge for breakages, but we reserve the right to charge for repair or making good or replacement if the damage is significant.

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2.9 Missing Items

We reserve the right to charge for missing items.

2.10 Lost Property

Any lost property, if discovered and found, left behind by guests during a stay will be held for a period of 1 month. While we will make our best efforts to reunite lost property with their owner's we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belonging before checking-out. We are happy to return items that have been left following departure. However, there will be a minimum charge of £5.00 to cover postage and packaging, we will advise you of charges that are more than £5.00 for your approval and agreement prior to despatch.

2.11 Use of Personal Electrical Items

Please ensure that any personal electrical items that you have are in a safe and maintained condition and are only used when you are in the room and are not left plugged in and switched on when you leave the room. In compliance with our Fire regulation policy and risk assessment we are at liberty to disconnect any appliances left plugged in and powered in your absence for our safety and the safety of other guests, this includes phone chargers etc.

If any item that we notice is deemed to be in an unsafe condition we will advise you accordingly and ask that you do not continue to use it.

The use of any form of cooking devices are not permitted to be used within your room or the premises (ie toasters, food warmers, mini cookers or portable grills).

2.12 Naked Flames and Candles

Under no circumstance is it permitted to use naked flames and candles within the premises in line with our Fire Risk Assessment policy and terms and conditions of our insurance policy statement.

2.13 Parking

Parking is available on the driveway but if you require ready access to your car, it may be advisable to make use of the free car parking on the roads to the rear and side of the Beaumont or in local car parks as Gill & Dave cannot always guarantee to be around if your vehicle is blocked in on the driveway.

When parking is available guests accept that they park their vehicles at their own risk.

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2.14 Eating Out

We do not provide evening meals but there is a good selection of local pubs and restaurants that offer a good menu all within easy walking distance and we keep typical menus of the food that they offer.

We request that takeaway food is **NOT** consumed within guest rooms, If this rule is not adhered to and it is found that any spillages or staining have incurred within your room, you may be liable to a specialist cleaning or a replacement charge.

We are happy for take away food to be consumed in the breakfast room by prior arrangement with careful consideration to other guests and that the breakfast room is left as you found it.

2.15 Free WiFi - Fair & Appropriate Usage Policy

Where WiFi Internet access is provided, guests accept to use this access to the Internet fairly and appropriately. We may monitor network performance and user usage in order for us to maintain a fair and high level of service to all our guests.

The Internet access provided is intended for general use such as access to the world wide web, email, messaging, social media, light video music/media streaming. It is not intended or ideally suited for heavy media streaming, online gaming, extensive downloads/uploads.

Access to illegal activity or use of our network for illegal activity is not prohibited and will be reported to local authorities. By using our Wi-Fi Service you automatically agree to the terms and conditions of use in force at the time.

2.16 Access Statement

We have provided an access statement which is available to view on our website.

2.17 Your Personal Details & Privacy

We are required to keep a register of guests over the age of 16 who stay with us, this includes full names and nationality, and/or passport numbers, place of issue, details of next destination if they are non-British, Irish or Commonwealth guests. This is in accordance with the (Immigration (Hotel records) Order 1972). These records are kept for a minimum of 12 months and in accordance with the DPA (Data Protection Act 1998) and the GDPR (General Data Protection Regulation May 2018).

Our policy surrounding the personal details you provide as part of any booking or enquiry through this website or third party website, including the privacy of those details are explained and set out in our Privacy Policy .

You accept that any entries you make to an on-site guest book, if available, will not contain personal information or details you would not want disclosed. Any entries containing personal details that may fall into the DPA and GDPR may be removed and destroyed.

Payment Details and personal details obtained by us from you are treated within full compliance and recognition of our PDQ host and suppliers PCI DSS Compliance and payment direct banking system.

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3.0 Terms References & Further Information

Our Right to Cancellation

We reserve the right to cancel any booking without compensation, refund or reimbursement if the terms of these conditions are breached at our discretion, to terminate, without notice, an individual's stay where deemed necessary through unacceptable behaviour or as a result of actions which are likely to endanger or offend others (Please note that non-compliance of our no-smoking policy may constitute termination). In such circumstances any outstanding account must be settled, no refunds will be made.

We reserve the right to amend these terms and conditions at any time

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