

Sunnyside Guest House

Terms & Conditions

All guests, by making a booking agree to these conditions and agree to be personally liable for all amounts arising from their stay.

Minimum length of stay:

A minimum stay of 2 nights, we do not accept single night bookings.

Children:

Children over the age of 12 are welcome to stay in either our Twin Room (2) or Triple Room (8) when accompanied by a parent or guardian over the age of 18 years old.

Pets and Service Dogs:

We do not accept pets but assistance dogs are welcomed by prior arrangement.

Smoking:

The guest house is totally non-smoking throughout.

Parking and Bike Store:

Sunnyside Guest House has parking available on-site for up to six cars/motorcycles. These spaces are provided on a first come first served basis and spaces cannot be guaranteed during your stay. Guests accept that cars are parked entirely at their own risk and the guest house cannot accept any responsibility for damage, theft of vehicles nor their contents whilst parked on the guest house car park. A small lockable bike store is available, which guests can use at their own risk.

Access Statement:

If you have any special needs or disabilities please read our access statement. If you have any concerns or questions please contact us before making a booking to ensure we can meet your requirements.

Check in and Out Times:

Check in at any time between 4pm and 7pm on the day of arrival. Once checked in guests are issued with a front door key and have access to the property at all times. If you are unable to arrive within

these times please inform us as soon as possible. Check out before 10:30am on the morning of departure.

Payment & Cancellation:

We do not request a deposit but do ask for credit or debit card details to secure your reservation, no payment will be taken from the card unless a) you request us to do so or b) you cancel your reservation or do not arrive at all, details as below. We accept most debit and credit cards including American Express. We ask that payment is made in full upon arrival, we accept debt or credit cards (as noted) or cash, we do not accept cheques.

We hope that you do not need to cancel your reservation but if you do the following terms apply: -

- 7 Days or more prior to arrival, no charge will be made.
- 6 Days or less prior to arrival a charge of 75% of your total booking value will be made
- 24 Hours or less or a non-arrival a charge of 100% of your total booking value will be made

If however we are able to relet your room no charges will be made.

We recommend that you take out appropriate holiday insurance where required.

Damages & Lost Property

We reserve the right to charge for any damages caused. This includes breakages, spillages, stains, damage to furniture or fixtures and fittings. Any accidental damages should be reported as soon as possible in order to minimise damage and associated costs. Lost keys and fobs will incur a replacement charge of £10.00. Any 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 owners we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belongings before checking-out. We may offer to post lost items via recorded delivery at the cost of the property owner, otherwise collection can be arranged.

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.

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).

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.

Termination Policy

We reserve the right, at our discretion, to terminate, without notice, an individual's stay where deemed necessary through unacceptable behaviour or as a result of actions which we believe is likely to endanger or offend others (Please note that noncompliance of our no-smoking policy may constitute termination). In such circumstances any outstanding account must be settled, no refunds will be made.

Wi-Fi Fair & Appropriate Usage Policy

We provide Wi-Fi Internet access throughout the guest house, guests accept to use this access to the Internet fairly and appropriately. We may monitor network performance and user usage in order 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. 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.