

MELROSE GUEST HOUSE

Terms and Conditions

Thank you for your booking at Melrose Guest House. By making a booking to stay with us you are entering into a legally binding contract with us.

Payment

For all bookings, we require a non-refundable deposit of the first night's stay per room.

The balance is payable on your day of departure, this can be paid either by cash, debit or credit card (not American Express).

Cancellation and Insurance

If you need to cancel your please contact us as soon as possible.

For cancellations made 14 or more days before arrival, no further charge will be made. If cancelled less than 14 days before arrival, then a charge equal to the full amount of the stay will be charged. In the event of a no-show, a charge equal to the full amount will be charged.

We strongly advise taking out travel insurance in case you should need to cancel due to unforeseen circumstances.

Non-availability

We would only cancel your booking if your accommodation was 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. Our liability would not extend beyond this refund.

Your room will be ready for you from 2pm until 7pm on your day of arrival. Please let us know if you plan to arrive after 7pm.

Departure

Please be ready to vacate your room by 10.30am on your day of departure.

Parking

Depending upon the room booked parking is in two off site locations.

- Secure permit parking on private land is a two minute walk from the Guest House.
- Permit parking at local pay and display car parks within Ambleside.

Parking is at your own risk

Children & Babies

Children over the age of 12 are welcome. However, we can only accommodate a maximum of two people per room.

Pets

Pets are not permitted.

Smoking Policy

No smoking / vaping or tea lights throughout. You are welcome to use the front garden where a pot is provided

Due to previous damage to our soft furnishings, we must request that guests do not consume take-away meals at the Guest House. We regret that if any damage is caused, this may result in you being asked to leave and you may incur extra charges to cover damage or loss of business as a result.

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, our employees or contractors whilst acting in the course of employment.

