



## Terms and Conditions

### THE SMALL PRINT

**Children:** We welcome children over the age of 8 years. We can arrange an extra bed in your room for a family member under 18. We can accept young families for self catering when closed for B&B.

**Pets:** Unfortunately pets are not allowed.

We have a strict **No Smoking** policy inside Hellifield Peel Castle. However you are welcome to smoke outside.

**Check in and Departure:** Check in after 3:30pm. If you will be arriving after 6:00pm, please let us know in advance. Guests are required to vacate their rooms by 11:00am on the day of departure.

Please note that we operate a minimum 2 nights stay over each weekend. Some single nights may be available at short notice.

**Breakfast** is served between 9:00am and 10:00am. Earlier breakfasts can be served when arranged prior to arrival.

**Security and Personal belongings:** While we do all we can to ensure that guests' belongings are safe and secure at all times, we cannot accept any responsibility for loss or damage to guests' property in The Castle, car park or grounds.

**Damage:** Very occasionally guests cause damage during their stay. We reserve the right to charge for any cleaning or replacement costs.

### DEPOSITS AND PAYMENTS

Receipt of a deposit of 35% of the full booking is required to guarantee a reservation.

At the point of booking we require credit/debit card details (card number, expiry date, name on card, issue number and security number).

We are happy to accept the balance payment by cheque/credit/debit card or cash .

### CANCELLATION POLICY

We respectfully remind guests that a firm reservation constitutes a contract between themselves and Hellifield Peel Castle.

The deposit is non-refundable in the event of cancellation.

There will be no extra charge for cancellation, provided we receive four weeks notice. For cancellations with shorter notice, we will not make a charge provided we are able to re-let the room. If we are unable to re-let the room, we will charge 100% of the room rate for the booked period to your card.

**Early Departures:** In the event of a stay being cut short for any reason, the full duration of each confirmed booking will be charged.

Hellifield Peel Castle reserves the right to cancel any bookings should extenuating circumstances or errors occur preventing them from proceeding. Please note this is not good for business and would only be through emergency or within ample notice to source an alternative. Hellifield Peel Castle will not be liable for any losses occurring as a result of such action.

We highly recommend you take holiday insurance.

**Gift Vouchers** are available, please enquire.

**Exclusive Use** can be available with the possibility of outside caterers, please enquire.