

Booking Terms & Conditions for Beachdale Guesthouse

Thank you for choosing to stay at Beachdale Guesthouse. We look forward to welcoming you. When you make this booking you are entering an agreement with us. Please read our Booking Terms and Conditions below:

Securing your booking/Payment details:

A non-refundable deposit, equal to the cost of the first night of your stay, is required at the time of booking to secure the room. By supplying Beachdale Guesthouse with your card details, you authorise Beachdale Guesthouse to deduct a non-refundable deposit from your card. In the event of no deposit being received, Beachdale Guesthouse reserves the right to re-let the room.

Group bookings (i.e. several rooms booked by one person or rooms which are part of a connected booking) may be asked to pay the full balance prior to check-in date.

We accept all major credit and debit cards (except American Express), cash, or cheque by arrangement.

Cancellation Policy & Insurance:

- Once you have paid a deposit a contract exists between us and we advise that you consider taking out Holiday Insurance to cover any losses you may incur if there is any reason to cancel your booking.
- If you need to cancel or amend your booking please call or email us immediately.
- If a booking is cancelled less than 2 days (48 hours) prior to the day of arrival then the full amount of your booking is payable.
- If a booking is cancelled more than 2 days in advance of arrival date then the non-refundable deposit of the first night stay is retained.
- All deposits are non-refundable and cancellation terms & conditions apply.
- On cancellation of multi-night bookings, the deposit (the cost of the first night of your stay) can be re-used as a deposit against a future booking at Beachdale Guesthouse, within 6 months following the original booking date.
- On cancellation of 1 night bookings the full deposit can be re-used so long as the cancellation is made more than 2 days in advance of arrival date. 1 night bookings cancelled less than 48 hours prior to stay are not able to re-use the deposit.
- All alterations and cancellations must be confirmed in writing via email.

Non-availability

We would only cancel your booking in extreme circumstances where we were unable to provide your accommodation for reasons beyond our control. We would attempt to offer you alternative accommodation, however if this was not possible, or unacceptable to you, we would refund all deposit/monies already paid by you. Our liability would not extend beyond this refund.

Arrival

Your accommodation is ready for you to check-in from 3pm-7pm. Earlier or later check-in times can be available by prior arrangement only, a fee may be charged.

Departure

Please be ready to leave your room to check-out before 10.30am on the day of departure, unless otherwise arranged with the owners of Beachdale Guesthouse. Any outstanding balance is payable on departure.

Damages and Breakages

Please remember Beachdale Guesthouse is also our home and we hope that guests will take care and respect it. You are responsible for any breakages or damages which you cause to any area of Beachdale Guesthouse or its contents. Please report these as soon as they occur. You will be asked to pay for repair, replacement items or to make-good any damage or any such event that prevents the room being re-let.

Loss of keys

There is a set fee of £50 for the loss of keys.

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.

Non-smoking policy

Smoking, including the use of e-cigarettes, is NOT permitted anywhere inside Beachdale Guesthouse. Anyone who does not respect this will be asked to leave the premises, all monies paid will be retained and an additional charge will be made for the deep cleaning of the room. This is in line with current laws, as well as it being dangerous to smoke in a bedroom the smoke will set off the fire-alarm.

Comfort of stay

We hope that all our guests enjoy their stay here in Filey and at Beachdale Guesthouse however, excessive noise and disturbance of other guests will NOT be tolerated and could result in the offending guest being evicted with no refund.

For the comfort of other guests, we do not accept pets.

