



# The Windmill Inn

WEST QUANTOXHEAD

## **Room Booking Terms and Conditions:**

Before making a reservation, please take time to read our booking and cancellation policies. All bookings are accepted on the basis that these conditions are understood and accepted.

### **Booking Policy**

By making your booking, our agreement is a legal contract. We recommend that you take out your own insurance to cover any losses.

We require a final balance to be paid on arrival. You agree for us to contact you and/or use the payment details provided upon booking to recover costs if there are any outstanding fees on the booking and if bills have not been settled.

We are sorry but we do not allow any pets within the buildings/guest rooms and all rooms and internal areas are non-smoking.

Guests are requested to always conduct themselves appropriately and to comply with Company procedures and/or requests with regard to conduct and respect for the property of the Hotel, its employees and guests and their health and safety. Guests are requested not to disrupt the comfort and enjoyment of other guests. If behaviour is deemed to be disruptive this may result in refusal within the property and loss of booking.

### **Non-availability of Accommodation**

In the unlikely event we cannot offer you your accommodation, we will endeavour to find alternative accommodation, and if this is not satisfactory a full refund will be given.

### **Damages and Breakages**

Please take care when staying in our property. You are responsible and liable for any breakages or damages, which you cause, to the property or its contents. We ask for your respect and if any incidents do occur please report them to us immediately. A charge may be incurred if there is significant damage found and you agree for us to contact you and/or use the payment details provided upon booking to recover costs.

### **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 or contractors whilst acting in the course of employment.

### **Cancellation**

All bookings have the right to free cancellation if we are informed 24 hours before the date of arrival.

Any booking that is cancelled on the day will be charged for the first night of the reservation using the details stored for the booking.

For Group/Block Bookings, the deposit is non refundable under any circumstance.

In the event of a 'No Show' for whatever reason, we reserve the right to charge the total cost of your booking. If this is the case you agree that we can contact you to arrange payment/and or use the payment details provided upon booking to recover the balance. If your reservation is made within 24 hours of your arrival, you will automatically be in the cancellation period.

### **Privacy Policy/ Data Protection**

Your privacy and data protection is of high importance to us. Any data collected during the course of this booking may be stored for our records. We will not share your details with any third party.