

# Aveland House

## Booking Terms and Conditions

1. Aveland House is a Non Smoking establishment. Guests are only permitted to smoke in the garden area where Ashtrays are provided. Guests are not permitted to smoke at the driveway entrance or doorway entrances to the premises
2. Should any guest smoke on the premises, a charge of £30.00 will be made for cleaning and deodorizing the Room payable before check out.
3. The accommodation and facilities shall only be used by the persons named on the booking form. The person making the booking must be over 18 years of age.
4. The proprietors will not be liable to any persons for personal injury or loss or damage to property, including motor vehicles and contents.
5. Guests are responsible for any breakages, loss or damage to accommodation or premises, its fixtures or fittings and must be paid for before check out.
6. Guests are not permitted to use electric blankets, irons or candles.
7. Guests are required to use the iron and ironing board which is available on request.
8. In the interest of safety children must not play in halls and stairways, or in car park.
9. For the comfort and consideration of other guests noise levels should be kept to a reasonable level especially when entering and leaving rooms at night.
10. Children must be accompanied by an adult in the licensed bar.
11. We regret we are unable to accept any animals as we cater for persons with allergies.
12. Guests are not permitted to bring hot or cold food into the premises.
13. Aveland House operates a 'Green Policy' and guests are asked to help us to achieve our aims by following Simple guidelines: Recycling rubbish, conserving water, turning off lights when not in use.
- 14 For peace & quiet and the comfort of our guests. We do not have televisions in our bedrooms. Televisions are available in both our lounges.

## Cancellation and Refunds

- 14 days notice is required to cancel a booking, a full refund will be given less administration costs.  
Less than 14 days notice of cancellation we will retain the payment you have made unless the room can be rebooked.  
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- 48 hour cancellation policy: if the accommodation is cancelled within 48 hours of the booking commencing no refund will be given even if the accommodation can be re-let.  
If the Aveland House cancels your booking due to unforeseen circumstances a full refund will be given and no charges will be incurred.  
We would advise customers to take out Holiday Cancellation Insurance.