

BOOKING TERMS AND CONDITIONS & GENERAL INFORMATION FOR YOUR STAY

The Priory Guesthouse

A valid credit or debit card is required to secure all bookings and will be held as a guarantee – this then constitutes a legally binding contract between you and The Priory Guesthouse.

Cancellation is free up to 30 days* prior to your arrival date

*For Christmas, New Year, Easter bookings and during key events a 50% non refundable deposit will be required and the cancellation period may be extended from 30 days.

A 2 or 3 night minimum stay may apply at certain times of the year.

We strongly suggest that you take out the relevant holiday insurance policy for the UK to cover your booking.

Full payment will be required at check-out at The Priory but we reserve the right to charge your card at anytime within the 30 day cancellation period.

If you cancel your room within the cancellation period the full price of the room is payable and is non refundable regardless of circumstances including Covid related issues

We accept payment in cash (Sterling) or credit/debit cards, Visa and Mastercard only. We do not accept American Express.

The Coach House (self catering)

A valid credit or debit card is required to secure all bookings and will be held as a guarantee – this then constitutes a legally binding contract between you and The Priory Guesthouse.

For the Coach House a **non refundable** deposit of 30% is required at the time of booking with the balance due 8 weeks before arrival.

A good housekeeping bond of £150 for new guests may be required when renting the Coach House. This will be refunded 7 days after your stay provided that no damage has occurred.

Cancellation refunds within the 8 weeks period are possible only if we are able to resell your stay dates at The Coach House, less any admin charges. Any modifications to your booking prior to this 8 weeks eg date change, may be subject to a charge depending on the time scale. We accept payment in cash (Sterling) or credit/debit cards, Visa and Mastercard only. We do not accept American Express.

We strongly suggest that you take out the relevant UK holiday insurance policy to cover your booking/accidental damage.

CHECK IN AND OUT TIMES

The Priory Guesthouse – check in is between 4pm and 7pm and check out is 11am - outside these times please request in advance.

The Coach House – check in is 5pm to 7pm and check out is 10am - outside these times please request in advance – with the current Covid situation it will only be possible to change these times if there are no guests in the week before or the week after.

GENERAL INFORMATION

Access Statement

Both The Priory and The Coach House are old buildings and therefore have certain access limitations.

It is the responsibility of the guests to make us aware of any mobility issues they have that may affect the room allocated – there are clear descriptions of the rooms on the website -ie which floor they are on.

The Priory – The entrance hall and dining room are on the ground floor and do allow wheelchair access. The outdoor seating area to the front is gravelled and there is a 6 inch step up from the front path.

We do not have a ground floor toilet – this is located on the first floor, 13 stairs up and 3 stairs down and it is not a specific disabled toilet or area.

We do not have a lift

All bedrooms are ensuite with a walk in shower and anti slip mats are provided.

There are no bedroom or bathroom facilities on the ground floor.

Access to the garden via the metal gates to the side of the house is level – there are three steps down from the courtyard to the lawned area. There are seating areas on both levels.

The Coach House – There are no downstairs bathroom facilities, all bedrooms and bathrooms are on the first floor – 13 steps up, there is no lift.

The shower in the ensuite is a walk in shower cubicle – the family bathroom has a shower over the bath. Anti slip mats are provided.

The private terrace is reached via the main bedroom on the first floor.

No smoking policy – by law we cannot allow smoking in any part of The Priory or The Coach House. A surcharge of £250 will be applied to room charges for anyone smoking within the two properties.

Family policy – we allow families to stay with us. Additional beds can be supplied for an additional charge – there will also be an additional charge for breakfast. Cots also available (please bring your own bedding for cots). Children under 18 must be accompanied by an adult in a room.

Dog friendly – we love to have your furry friends coming to stay at The Priory – there is a small charge of £15 per dog per stay – one per room (more on request). Dog treats always available in reception and they can have a sausage for breakfast. In The Coach House the first dog can stay for free and there is a £20 charge for the second (more on request).

Guest Registration – under the Immigration (Hotel Records 1972) we are legally obliged to record the details of all guests over 16 including the date of arrival and departure, full name and nationality. We must also record the passport number, place of issue and next destination of guests who are not British, Irish or Commonwealth citizens.

The Priory and Coach House reserves the right to refuse a guest entry to accommodation, if on arrival we consider that the guest is under the influence of drink or drugs or is behaving in a threatening or otherwise unacceptable manner. We reserve the right to request a guest to leave if he/she is causing a disturbance, annoying other guests or staff or is behaving in an unacceptable manner – their stay would be charged in full.

Loss or damage – guests will be responsible for the repair or replacement of any breakages, loss or damage caused by them to The Priory or Coach House property and shall leave the room or Coach House in a clean, neat and tidy condition. Guests are asked to report any loss or damage to their own property immediately on discovery to the proprietors, and shall make themselves available to assist any reports made by The Priory.

Website – we believe that the information on this website is correct, but cannot accept responsibility for errors, misunderstandings or omissions. We reserve the right to alter or amend the facilities or amenities offered.