

House Rules & Terms of Stay

Welcome to our boutique accommodation. Our goal is to provide a peaceful, clean, and high-quality experience for all guests. By completing your booking, you confirm that you have read, understood, and agreed to the following terms and conditions.

1. Non-Refundable Booking Policy

All reservations are **strictly non-refundable**.

Once a booking is confirmed:

- It cannot be cancelled.
- No refunds will be issued under any circumstances.
- This includes failure to check in (no-show).

By booking our property, you automatically agree to this non-refundable policy.

2. Emergency Repairs & Alternative Accommodation

In rare and unforeseen circumstances, your room may require urgent maintenance (e.g., plumbing issues, broken fixtures, or safety-related repairs).

In such cases:

- We will make every reasonable effort to provide alternative accommodation of similar standard.
- If you **decline** the alternative accommodation offered, you will receive a **full refund**.
- If you **accept** the alternative accommodation:
 - The solution is considered satisfactory.
 - No refund (full or partial) may be requested later.
 - No further compensation will be due.

By booking, you agree to these terms.

3. Check-In & Check-Out Policy

Standard Times

- **Check-in:** From **3:00 PM**
- **Check-out:** By **11:00 AM**

Guests must vacate the room by 11:00 AM on the day of departure.

Early Check-In / Late Check-Out (Pre-Arranged Only)

- Available strictly subject to availability.
 - Must be requested at least **24 hours prior to your check-in date**.
 - Charged at **£15 per hour**.
 - Approval must be confirmed in writing.
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Unarranged Late Check-Out

- Charged at **£35 per hour**.
- By booking, you automatically agree to this charge.

Failure to vacate the room on time may also result in additional charges if it impacts incoming guests.

4. Delayed Check-In Due to Unforeseen Circumstances

In the rare event that check-in is delayed due to emergency repairs (for example: broken shower head, toilet seat replacement, or similar maintenance issues):

- We will offer a **late check-out** as compensation.
- The late check-out serves as full and final compensation.
- Once agreed by both parties, no additional compensation or arrangements will be made.
- No negative review should be left based on a maintenance issue that has been resolved and compensated via late check-out.

We always aim to avoid such situations. However, as we are often fully booked and repairs sometimes occur between stays, flexibility is appreciated. If flexibility during rare unforeseen events is not acceptable, we kindly advise booking alternative accommodation.

5. Smart Lock & Self Check-In

We operate a smart lock self check-in system.

- Most guests find the system straightforward.
 - Please allow time to familiarise yourself with the check-in process.
 - Assistance is available if required.
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6. Hot Tub Policy (Where Applicable)

- All hot tubs and rooms are fully sanitised before each stay.

- Tubs are completely emptied, cleaned, chemically treated, and refilled with fresh water for every guest.
- We do not maintain standing filtered water between guests.

Limescale Notice

Due to the natural mineral content of UK water:

- Limescale deposits may occasionally appear when jets are first activated.
 - This is **not dirt**, but natural mineral residue.
 - Running an additional cycle will clear it immediately.
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7. No Pets Policy

Pets are strictly not permitted.

Unauthorised pets may result in:

- Immediate termination of stay without refund.
 - Additional deep cleaning charges.
 - Charges for any damages caused.
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8. No Smoking Policy

Smoking is strictly prohibited anywhere inside the building, including rooms and common areas.

If smoking is detected:

- A **£350 fine** will be applied.
- Guests may be required to leave immediately without refund.
- Any additional cleaning, repair, or damage costs will be charged.

This includes smoke odour, burns, or other smoking-related damage.

9. Noise & Party Policy

To comply with UK legislation and ensure comfort for all guests:

- Parties and social gatherings are strictly prohibited.
- Quiet hours are between **9:00 PM and 9:00 AM**.
- Excessive noise, loud music, shouting, or disruptive behaviour is not permitted.

If a noise nuisance occurs:

- Immediate action will be taken.

- Security or police may be contacted if necessary.
 - Guests may be required to leave immediately without refund.
 - A **£250 fine** will apply for party or serious noise violations.
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10. Guest Conduct & Disruption Policy

To maintain a respectful and safe environment:

- Guests must behave responsibly and respectfully at all times.
- Repeated door knocking, shouting, or disturbances are not permitted.
- Filming, recording, or photographing other guests or neighbours without explicit consent is strictly prohibited.

Penalty for Disruption

Any guest found causing disturbances or violating the above rules will be subject to:

- A **£150 penalty per incident**, charged via Airbnb's Resolution Centre (or equivalent booking platform).
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11. Damage & Liability

Guests are fully responsible for:

- Any damage caused during their stay.
- Missing items.
- Excessive cleaning beyond standard use.

Repair, replacement, and cleaning costs will be charged accordingly.

12. Right to Refuse Service

Management reserves the right to:

- Refuse entry.
 - Terminate a stay without refund.
 - Remove guests who breach these policies.
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Final Agreement

By completing your booking, you confirm that:

- You have read and understood these House Rules and Terms of Stay.
- You agree to comply with all policies.

- You accept all charges, penalties, and conditions outlined above.

We appreciate your understanding and cooperation and look forward to providing you with a comfortable boutique stay.