

Terms & Conditions

Thank you for choosing to book with Blanche's Guesthouse. We look forward to welcoming you. When you make this booking you are entering a legal agreement with us. Please read our terms and conditions of booking below.

The credit or debit card details you are required to supply will only be used to secure your booking and will not be processed unless you choose, upon arrival, to settle your bill using your card. **The full balance is due on arrival. Please note that should you subsequently wish to cancel your booking, or there is a no show, you will be charged the appropriate room rate for one night, together with any debit/credit card processing fees incurred by us.**

The price charged includes your accommodation plus breakfast. Payment can be made using cash, a cheque supported by a UK banker's card, or by a credit or debit card. Should you choose to settle your bill using a debit card issued by a UK or EU bank, there will be a fixed additional charge of £1.00. Payment using a credit card, or debit card issued outside the EU, will be subject to a 4% surcharge.

Once you have booked your stay, our agreement is a legal contract and any monies you have paid are non-refundable. If you need to cancel your stay before your arrival, please contact us as soon as possible. If you do have to shorten your stay, we will happily provide you with a credit note to be used, subject to availability, within one year of issue.

We would only cancel your booking if your accommodation were unavailable for reasons beyond our control. We would attempt to offer you alternative accommodation, however if this was not possible, or unacceptable to you, then we would refund all monies paid by you. Our liability would not extend beyond this refund.

Your accommodation is available to you from 3.00 pm on the day of arrival, unless otherwise arranged. Please let us know an approximate time for your arrival. Please be ready to leave your accommodation by 10:30 am on the day of departure, unless otherwise arranged.

Please take care with our accommodation. You are responsible and liable for any breakages or damages caused by you to the accommodation or its contents. Please report these as soon as they occur. We do not normally charge for minor breakages, but we may send you an invoice for repair or making good if the damage or breakage is significant.

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless it is caused by a negligent act by ourselves.

Any data gathered during the course of this booking may be held on computer.

Pets are not permitted. However, we do welcome Assistance dogs.

Please note that smoking is strictly forbidden anywhere on the premises. Any guests found to or thought to have been smoking will be asked to leave immediately with the loss of all monies paid. In addition, we reserve the right to charge customers up to £150, this being the cost of lost revenue whilst rooms are aired and deep cleaned.

