

# Langdale View Guest House

## TERMS AND CONDITIONS

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Langdale View Guest House ("Langdale View") carries out business only on the basis of its standard terms and conditions.

### BOOKINGS

- 1 No booking will be confirmed until receipt of a deposit, equal to the value of the first night's stay Or full payment at booking if guests choose a non-refundable option.
- 2 You are at least 18 years of age.
- 3 Any special requirements must be confirmed upon booking.
- 4 All bookings are personal to you and you remain fully responsible for the booking when booking accommodation on behalf of a third party, or as a gift.
- 5 Payment of deposit for bookings will assume acceptance of Langdale View's terms and conditions.

### AMENDMENTS AND CANCELLATIONS BY THE GUEST

- 6 Amendments to confirmed bookings and/or arrangements must be made in writing. If Guests have booked through a third party such as Bookings.com, Expedia etc all amendments must be made via that third party.
- 7 Cancellation or reduction in the duration or contracted value of the booking will be subject to Langdale View's cancellation policy or the cancellation policy of the third party that has been used to make the booking ie Boobooking.com, Expedia etc.

### PAYMENT

- 8 Unless payment of the balance is made in advance, payment must be made in cash or by credit/debit card on check-in. The card used to make the booking will be used to settle any outstanding balance on arrival unless otherwise notified and details supplied in advance.

### CANCELLATION CHARGES

- 9 In the event of all or part of a booking being cancelled, Langdale View will be entitled to make a cancellation charge equal to 100% of the total value of accommodation cancelled.
- 10 Non-arrivals will incur a full charge.
- 11 We strongly recommend that guests take out insurance to cover possible cancellation. All insurance must be dealt directly with the insurance company concerned and not through Langdale View.

### COMPLAINTS

- 12 Any complaint must be brought to the attention of Langdale View as early as possible during your stay and, if not resolved to your satisfaction, should be notified to Langdale View in writing.

### AMENDMENTS OR CANCELLATION BY LANGDALE VIEW

- 13 Should Langdale View, for reasons beyond its control, need to make any amendments to your booking, it reserves the right to offer a suitable alternative
- 14 Langdale View may cancel the booking and apply full cancellation charges:
  - a) if the booking might, in the opinion of Langdale View, prejudice its reputation, either before or during guests' stay;
  - b) if, in the considered opinion of Langdale View, guests' behaviour is inappropriate and/or of detriment to the health and safety of its proprietors and guests;

### DAMAGE AND LIABILITY

- 15 Guests will be liable for any damage caused to Langdale View, or any furnishings, utensils or equipment therein by the negligent or willful act or default of the guest or any guest, employee of his and shall pay to Langdale View on demand the amount required to make good or remedy such damage, including compensation for loss of business whilst such damage is being repaired.

### PERSONAL PROPERTY

- 16 Langdale View shall not be liable for the loss or any damage to the property of the guest suffered or incurred whilst on the premises, save insofar as the same may have been caused by the default of Langdale View. Any property left unattended is left at the sole risk of the owners.

### CAR PARK

- 17 One parking space is available for each room.
- 18 Vehicles and their contents are left in the car park at owners' own risk.

### SMOKING

- 19 Smoking is not permitted anywhere on the premises

### PETS

- 20 No pets are allowed anywhere on the premises or within the grounds of Langdale View.

### REFUNDS

- 21 No refunds or reductions can be made in respect of meals or accommodation booked but not taken.

### MEALTIMES

- 22 Breakfast is served between 8.30 am and 9.30 Mon through Sat. Sundays 9.00-10.00 am

### ARRIVALS AND DEPARTURES

- 23 Unless specific alternative arrangements have been confirmed, accommodation is available from 4 pm on the day of arrival and must be vacated by 10.30 am on the day of departure. If the room is not vacated by this time, the guest will be subject to another night costs.
- 24 We offer the service to guests traveling on foot, where luggage can be stored after 10.30 am until 3.30 pm on the day of departure.

### PRIVACY POLICY

- 25 Personal information collected from you is used to fulfill your request for services or to send you confirmation details and if necessary to inform you of updates or changes to your travel plans.
  - 26 Langdale View does not modify, copy, distribute, licence, sell or redistribute any of your personal file information.
  - 27 Langdale View will endeavour to keep any information about you up to date, secure and accurate.
  - 28 Langdale View will delete from its systems all details held about you which are no longer necessary and endeavour to protect your personal data against unauthorised or unlawful use.
  - 29 Except for the mailing list activities, which we may run from some parts of our website, where visitors choose to receive materials from us, we will not use personal data collected.
  - 30 In using the Langdale View website, or making a booking, you consent to the collection and use of this information in the ways described above.
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