

Ivanhoe Guest House, Bridlington

TERMS AND CONDITIONS

English law shall govern the validity, construction and performance of these terms and conditions and the Guest will submit to the exclusive jurisdiction of the English courts.

In these terms and conditions, the expression 'Guest House' means the Ivanhoe Guest House, 'Guest' means the person, firm or company making a booking or staying at the Guest House and 'Management' means the proprietors of the Guest House or their representatives.

The Guest House has the right to change or withdraw any Special Offers at any time, without notice. All special offers are subject to availability and fair usage.

The Guest House reserves the right to amend the terms and conditions as appropriate, without detriment to guests' statutory rights.

Should any clarifications be required prior to booking, a request should be made to the Guest House to avoid confusion or misunderstanding.

Confirmation of a booking by the Guest is deemed acceptance of these terms and conditions.

We aim to give guests complete satisfaction, but should we fall short, please raise any matter of complaint with the Management during your stay.

Arrivals & Departures

Occupancy shall be from and to the dates listed on the booking confirmation.

Check-in is from 3pm to 8pm.

Check-ins outside of these hours must be agreed with management prior to the check-in date and are chargeable at a rate of:

10am to 12pm - £20

12pm to 2pm - £10

If guests do not arrive by midnight on the day of check-in, they will not be permitted to check-in until 10:00am the following day, unless they have notified management and we have mutually agreed otherwise. Refunds for the first night are limited to the cost of any missed breakfasts.

Guests are requested to vacate rooms by 10am on the day of departure unless a late check-out has been agreed with management in advance. Late check-outs are chargeable at a rate of £10 per additional hour.

Numbers of persons occupying a room must not exceed the number stated on the original reservation or the maximum allowed in the room type specified. Any alteration to the numbers specified at the time of booking must be agreed with management prior to check-in. Management reserve the right to refuse an amendment to a booking.

If guests accidentally take guest house keys on departure, they should be returned (by post) within 7 days of your check-out date. A charge of £20 will be issued to cover replacement costs and inconvenience if keys are not returned in this time frame.

Prices & Tariffs

All prices quoted are based on a 'per room, per night' tariff unless otherwise stated and are inclusive of any taxes.

Room rates will increase or decrease, depending on the number of occupants.

There are two standard rate plans: 'breakfast included' and 'room only'. Other meals, drinks and special requests are charged as additional items, unless otherwise stated or agreed in advance.

No refunds will be given for temporary absence, meals not taken or accommodation vacated before the expiry of the reservation.

Reservations & Deposits

Direct reservations can be made via our website: www.ivanhoeguesthouse.co.uk

Reservations by telephone, message and email are accepted but must be secured with a payment of **a non-refundable deposit of the cost of the first night**.

The deposit may be paid by:

Cash – paid in person

Cheque - posted to the Guest House and made payable to Ivanhoe Guest House

Credit or debit card - over the telephone or via Payment Link

Bank transfer –

Account Name: Ivanhoe Guest House Business Account

Bank Name: Natwest Bank PLC

Account Number: 78719828

Sort Number: 600328

Paypal – paid to ivanhoeguesthouse@outlook.com

Deposit should be paid within 14 days from the date of the reservation being made. Failure to make this deposit within the specified time may result in the loss of the reservation. A booking is only confirmed when a guest has received an email/printed confirmation.

Once management have issued confirmation of booking, the guest is responsible for the entire cost of the accommodation reserved.

The management reserve the right to charge a damage deposit of £100 per room for stays coinciding with 'special' events occurring in the town. Damage deposits must be paid on check-in (or before) and will be returned to guests after an inspection has been carried out, providing guests have adhered to the house rules during their stay.

Minimum Stay

The Management reserve the right to specify that bookings must be for a minimum stay of two nights at any time.

The Management reserve the right to charge a supplement for 1-night bookings.

Payment

The full balance of a reservation must be paid 7 days prior to check-in.

Our payment system will automatically take payment from the card used to pay the booking deposit unless a guest instructs management to use an alternative.

Payments can also be made by:

Cheque - posted to the Guest House and made payable to Ivanhoe Guest House

Credit or debit card - over the telephone or via Payment Link

Bank transfer –

Account Name: Ivanhoe Guest House Business Account

Bank Name: Natwest Bank PLC

Account Number: 78719828

Sort Number: 600328

Paypal – paid to ivanhoeguesthouse@outlook.com

Management reserve the right to cancel any reservation with an outstanding balance less than 7 days prior to the check in.

Amending or cancelling a reservation

We would strongly encourage guests to purchase travel insurance that includes cancellation cover.

We would also encourage guests to consider amending the dates of their reservation, rather than cancelling.

Dates of reservations can be amended once, free of charge, more than 7 days prior to check-in.

Amendments to dates less than 7 days prior to check-in will incur a charge of the first night's stay.

If a guest does need to cancel their stay, they must inform management, in writing, as far in advance as possible before the arrival date, as cancellation charges are calculated from the date we receive written instructions to cancel.

Where Covid-19 is the cause of the cancellation or another serious unforeseen event, evidence must be provided to management to enable us to consider if any fees should be applied. In these circumstances, any cancellation fees will be returned to guests in the form of a cancellation voucher: which can be used to supplement the cost of a future booking within a 12-month period (from the check-in date).

Notice Period Cancellation Charge:

8 or more days prior to check-in - refund of all monies paid, less deposit

7 days or less prior to check-in - 100% of total reservation price

When reservations are cancelled, management will endeavour to re-let the accommodation. Where we can do this successfully, management will refund cancellation charges in the form of a cancellation voucher, less the deposit and any costs incurred.

Where cancelled rooms cannot be re-let, the person making the reservation remains liable for any cancellation fee incurred. We reserve the right to make a charge to the lead guest's credit or debit card to cover these costs. In most cases this liability can be covered by insurance; we therefore strongly recommend that holiday cancellation insurance be taken out.

Should a guest decide to curtail their stay, no refund will be issued.

All bookings are accepted on the understanding that: should the accommodation become unlettable through circumstances beyond the control of management, the guest shall be entitled to a full refund (including deposit) not exceeding the total amount paid.

The booking is not assignable by the guest without the prior written consent of management.

Parking

Management does not accept any responsibility for theft or damage to vehicles and their contents whilst parked on Guest House property. Parking is entirely at the vehicle owner's risk.

Parking must be reserved in advance of check-in as it is limited and therefore cannot be guaranteed. We therefore recommend requesting parking when you make your reservation.

We have 2-3 spaces on the drive for those not using their vehicle during their stay and can sometimes use 2 spaces in Emmanuel Church (directly opposite), but this is dependent on which events are on and whether there is availability. Church users always have priority and cars parked here must find alternative parking on a Sunday morning between 10am and 1pm.

There is permit free parking on Cardigan Road and Horseforth Avenue for anyone who has not reserved a space, for those using their car and for when all our spaces are all in use.

Designated parking is available on a 'first come, first served' basis. We do not guarantee that off-road parking will be available but do strive to help guests to find a space as close to the Guest House as possible.

Smoking Policy

In line with Government legislation, we are a no-smoking establishment. For fire safety precautions and for the comfort of all current and future guests, guests are NOT permitted to smoke anywhere in the building.

All cigarette butts must be properly disposed of before entering the Guest House. We reserve the right to charge guests a £20 cleaning fee if they leave butts on the ground both inside our grounds and/or on the pavements adjacent to our establishment.

In the event of a guest/guests smoking in a bedroom, we reserve the right to charge for an additional night's accommodation to allow the room to ventilate prior to re-letting plus a charge of £80 towards the cost of completing a deep clean of the bedroom and the additional laundering of soft furnishings.

The management reserve the right to ask any guest to leave the premises if they do not comply our no smoking policy and/or are not forthcoming with payment of any fines imposed.

Vaping is allowed within guest bedrooms but is not allowed in any communal areas, such as the guest lounge, dining room and hallway.

Deliberate de-activation of any part of the fire alarm system will be considered an act of criminal damage.

External purchases

Guests are welcome to purchase snacks and drinks and consume them in the guest lounge, dining room or in the comfort of their bedroom.

If guests are consuming alcohol, we ask them to be mindful of the impact their behaviour may have on other guests and on our family.

Under no circumstances is take-away food permitted in the bedrooms but can be consumed in the guest dining room or guest lounge.

No cooking or other preparation of food should take place in a Guest's bedroom.

We do not have any facilities for guests to re-heat or to cook their own food

Non-residents

For security reasons, only registered guests are allowed upstairs and in guest rooms. If guests wish to entertain any other person(s), they must seek permission from management prior to permitting them into the guest house. Visitors may only access the guest lounge and dining room.

Damage to Hotel Property

We reserve the right to charge guests the cost of replacement or repair of missing, damaged, or soiled items; caused by the deliberate, negligent, or reckless act of guests to guest house property or its structure.

Should damage come to light after a guest has departed, management reserve the right to make a charge to guest's credit or debit card.

Where there are insufficient funds on a card, we will send a payment link to the guest's email address. If payment is not forthcoming, we will send an invoice to the guest's registered postal address.

All costs incurred in the recovery of monies due will be added to the amount owed. These costs will include all legal fees, debt collection fees, small claims fees, sundry disbursements and late payment surcharges. The Management will make every effort to keep any costs that the guest incurs to a minimum.

If we believe the damage was malicious or reckless then this could amount to criminal damage and may be reported to the police.

Groups

Management defines a group booking as a reservation of more than one room made by the same group lead or a booking for 3 or more adults.

We do not accept group bookings, including "Stag" or "Hen" Parties.

If a guest wants to book more than one room, each room must be booked by an individual lead guest. Each lead guest must provide a contact address, phone number, email address and payment method. A single guest cannot book and pay for more than one room without discussing the circumstances with management first and gaining consent.

Where prior permission for a group booking has been granted, the lead guest is responsible for the conduct and actions of all group members and is responsible for the full payment of all rooms.

If numbers in the group vary between the date the booking is made and the date of stay, then it is the responsibility of the lead guest to ensure full utilisation of the rooms. The room rate agreed at the time of booking shall stand.

The management reserve the right to charge a £100 damage deposit for group bookings.

GDPR

The personal details of our guests will never be sold or passed on to third parties.

(See Data Protection Policy and Privacy Statement for full policy)

Pets

As a general rule, we do not accommodate pets, other than assistance dogs.

During quieter periods, we may consider allowing a pet / pets to stay providing that guests have sought permission from management prior to check-in.

Pets are charged at £5 per pet, per night (excluding meals) and guests are expected to provide all required resources.

Pets are not allowed in communal areas and should not be left unsupervised in guest bedrooms.

Security

Keys are issued on loan to guests for their convenience and security. Keys must not be given to any person other than those occupying the relevant rooms.

Mobility Scooters

Guest should tell us in advance of their stay if they are planning to bring a mobility scooter so that we can prepare for charging and storage.

We have the facilities to recharge 2 mobility scooters (free of charge) but cannot guarantee storage in a covered space. We therefore encourage guests to bring their own waterproof cover.

Behaviour

Management expects guests to behave in a respectful manner when in and around the Guest House and to endeavour to keep all noise to a minimum, especially between the hours of 10pm and 7am.

Management reserves the right to judge acceptable levels of noise or behaviour of guests, who must immediately take any corrective action instructed.

Management will not tolerate abuse or violence in any form towards us, our family, our guests, our neighbours, or members of our community.

Management reserves the right to deny access to guests who appear to be heavily intoxicated. Anyone denied access under these conditions will not have the right to any refund.

In the event of failure to comply with Management requests, the Guest House may terminate the booking immediately, without being liable for any refund or

compensation. Please be aware that we will not hesitate to call the police if we feel it necessary.

Guests shall not arrange for the delivery of any goods or materials to the accommodation without prior arrangement with the Management.

Guests shall not store any flammable or objectionable substances/liquids on the premises or place these on the perimeter. Guests must not use any naked flames inside the guest house, to include candles or any other similar items.

Discrimination

It is the policy of the Guest House not to discriminate on the grounds of race, colour, nationality, creed, sex, marital status, age, ethnic origin or disability. Guests are expected to adhere to this policy and management may remove from the Guest House any person or persons not adhering to this policy.

Liability

Other than for death or personal injury caused by the negligence of the Guest House, the Guest House's liability to the Guest is limited to the price of the booking. Unless the Guest House is liable under the above clause, the Guest indemnifies the Guest House from and against any and all liability and any claims, proceedings or damages resulting or arising from the booking.

Whilst every precaution is taken to provide for the security and comfort of our guests, guests are responsible for their own property and person. Any loss, damage, theft or accident should be reported immediately. In the event of negligence on the part of the Guest House, which gives rise to loss or damage to the property belonging to a guest, the Guest House's limit of responsibility will be limited to £100 for any single article and subject to a total of £200 in the case of any one guest.

Meals

Breakfast and other meals paid for in advance must be taken at the times stipulated. No refund or part refund can be given for breakfast or other meals not taken at the times stipulated.

Dietary needs and special requests: The Lead guest is responsible to clearly state any personal need or requirement for their party at the time of booking or when completing the online registration form. Whilst Management will endeavour to meet such requests, we cannot guarantee to satisfy all or any such request made.

Force Majeure

The Guest House will be released from all liability to the Guest if the performance of the contract is prevented by any cause whatsoever beyond the control of the Guest House.

Guest Property (Left behind)

Property left at the Guest House upon departure will be kept for 7 days. After this time it will be disposed of. If you require left items to be posted to you, we will return the items upon receipt of payment to cover the cost of postage and packaging.

Updated July 2023