

LEONARD'S FIELD HOUSE BOOKING TERMS AND CONDITIONS:-

Thank you for choosing to book with Leonard's Field House. We look forward to welcoming you and hope you enjoy your stay. The following Terms and Conditions apply to your booking. When you make your reservation you are entering into an agreement with us. The Terms and Conditions below form the basis of a legally binding contract between us (Leonard's Field House) and you (The guests):-

Price:

The price payable includes accommodation and Full Cumbrian Breakfast for the number of nights stated in your booking. Please note, *we do not operate a separate tariff if you elect not to take breakfast*. If any other meals or extras like packed lunches are taken during your stay, these will also be clearly marked on your bill. All bills become payable on departure, except for bookings made within 7 days of arrival, in which case payment in full is payable at the time of booking.

Deposit:

A deposit is required at the time of booking, to be paid by Credit Card or Debit Card. The non-refundable deposit will be an amount equal to the cost of the first night's accommodation. Failure to pay a deposit amounts to cancellation and we are entitled to re-let your room.

Confirmation of Booking:

Your booking will be completed when we acknowledge receipt of your booking request and deposit either verbally over the telephone, by e-mail or post. Prior to that the booking will only be regarded as provisional.

Payment:

We accept payment by a valid Credit Card, Debit Card or cash. Please note that payment by Credit Card and Non UK Maestro attracts a surcharge of 3%. There is no charge for payment by Debit Card or UK Maestro. We do not accept American Express or cheques.

Cancellation by You:

Once, you have booked your stay, our agreement becomes a legally binding contract and any deposit paid is non-refundable. If you need to cancel please contact us immediately. For cancellations made 28 days or more before your arrival you will only be liable for a deposit equal for the first night's stay. In certain circumstances, and subject to our agreement, we may allow your deposit to be used towards a future stay of similar length. This is, however, subject only to a confirmed not a provisional future booking, within a strict timescale and at our total discretion.

For cancellations made within 28 days of arrival or failing to take up the booking without cancelling you will be liable for the total amount of your stay plus any costs incurred as a result of your cancellation. Irrespective of the reason for your cancellation such as adverse weather conditions, personal injury and/or the death or injury of a relative or friend or as a result of transportation problems either private or public etc. (To cover these events please refer to the paragraph below on Insurance) *We also reserve the right to charge you for the full balance due for the whole of your booking if you leave before your due date*. Cancellations must be made or confirmed in writing.

Single Night Bookings

Please note except in certain circumstances, and at the owner's discretion, we do not take single night bookings at any time of the year. Any stay booked for the minimum 2 nights must be paid in full, even if early departure is taken. For example a booking made for Friday and Saturday and only the Friday night is taken. Please refer to our Cancellation Policy above..

Insurance:

Can we please draw your attention to the fact that a confirmed booking, either verbal or written, constitutes a binding contract. Because you will be charged for a holiday if you cancel, either your deposit or the full value of the stay depending on when the cancellation was made, and in line with foreign holiday bookings, you are strongly urged to consider taking out cancellation insurance, which is inexpensive and can be obtained from any good broker.

Quality insurance will cover many occurrences including death, injury, illness and redundancy, summons for jury service or as a court witness and your home becoming uninhabitable. It is appreciated that unavoidable cancellations may be made for the above reasons, which is why we recommend you claim on your insurance policy to cover financial losses. Why take the risk when you can protect your entire holiday from as little as £14.00 per booking.

*Leonard's Field House can offer a very attractive cancellation package via **Rothwell & Towler called 'Guest First'***. Please enquire for more information and an application form.*

Non-availability:

We would only cancel your booking if your accommodation was 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.

Arrival and Departure:

Your accommodation will be available between 4pm and 6pm on the day of arrival (unless otherwise arranged). Your room may not be available if you arrive earlier than the agreed time, as we may be busy preparing your room. Please ensure that you contact us if you anticipate arriving later than an agreed time. Failure to notify us may result in the room being re-let or the full costs of the room being charged to your credit card. Please be ready to leave the accommodation by **10am** on the day of departure (unless otherwise arranged). Late departure will result in an additional day's tariff being added to your bill.

Damage Policy:

Please take care when staying in our property. You are responsible and liable for any breakages or damage which you cause to the accommodation or its contents. All we ask is that you report any incidents 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 and we may make an additional charge of £100 if you do not report this at the time of occurrence. You will be notified in writing as soon as it is reasonably practicable, if the damage is discovered after you depart. We reserve the right to charge further sums if we are unable to re-let your room as a consequence of the damage.

Take-Away Food:

All Hot take-away food is strictly *prohibited* from the premises. Anyone found bringing back fish and chips, pizzas, curries, kebabs etc will be asked to leave. You will be liable for the whole cost of your stay, whether or not you are asked to leave. In addition there will be a charge equal to 2 night's stay for deep cleaning of the room. You will be notified in writing as soon as it is reasonably practicable if evidence of hot take-away food is discovered after you depart. We also reserve the right to charge further sums if we are unable to re-let the room as a consequence of damage caused by eating hot take-away food in your room. With over 30 eating establishments in Keswick alone, there is absolutely no reason for consuming take-aways in the guest room. This rule will be applied without exception. At 'peak times' we now provide evening meals, so if you are unable to find a venue to eat in town we will be happy to cater for you providing we are asked to do so before 6pm the previous day and subject to existing commitments. All special diets can be catered for.

Alcohol:

Please note that alcohol is not permitted in the Guest Bedroom's without prior consent of the owners. We do, however, allow alcohol to be consumed in our Guest Lounge where suitable drinking glasses can be provided. Please ask before 6pm for corkscrews etc. We can also chill your champagne etc.

Smoking:

Please note smoking is against for law on our premises. There is an area just outside the property for smoking. Anyone found to be smoking in the Guest House will be asked to leave immediately. You will be liable for the whole of the cost of your stay, whether or not you are asked to leave. In addition there will be a charge equal to 2 night's stay for deep cleaning the room(s). You will be notified in writing as soon as it is reasonably practicable if evidence of smoking is discovered after you depart. We also reserve the right to charge further sums if we are unable to re-let the room as a consequence of the smoke odour.

*Please note the use of ignitable candles and scented sticks is also strictly forbidden from the premises under our **Fire Regulations**.*

Anti Social Behaviour:

We welcome guests to our Guest House and want you to fully enjoy your stay with us. However, to protect the enjoyment of all our guests, in instances of what we determine to be unacceptable behaviour, we reserve the right to insist that you immediately vacate our Guest House. You will remain liable for the whole of the cost of your stay. You will be notified in writing as soon as is reasonably practicable if any damage is discovered after your departure. We reserve the right to charge for any damage or breakages we consider was deliberate or recklessly caused. We also reserve the right to charge further sums if we are unable to re-let the room as a consequence of the damage.

Number of Persons in the Room:

The number of persons occupying the room must not exceed the number stipulated in our website/brochure and as per the original booking. Leonard's Field House reserve the right to refuse entry to the entire party if this condition is not observed. *Please note that under our **Fire Regulations**, we are not allowed to permit persons not staying at the Guest House to enter the Guest Bedrooms/Guest Lounge. Anyone found not observing this rule will be asked to leave.*

Website and Brochure:

We make every effort to ensure that the information on our website www.leonardsfieldhouse.com and in our brochure is accurate. We do, however, reserve the right to make small changes and we accept no liability for minor inaccuracies.

Children:

We can cater for children over the age of 8. Children of age 16 and above will be charged the full adult rate when occupying a room other than the designated Family Room. Guests must accept total responsibility for the safety of their children at all times.

Pets:

Sorry we no longer take pets

Liability:

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment

Disputes:

In the event of a dispute these terms and conditions will be governed by the laws of England and the parties submit to the exclusive jurisdiction of the English Courts in relation to any dispute which may arise between them.

*Rothwell & Towler Insurance Services

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Please quote LE03 in all correspondence.