

#### Arrival and Parking:

Bedrooms will be available for use from 15:00 onwards. Parking is opposite us in 'The Ploughs car park'. Please don't park in any other neighboring car parks other than that of The Plough Hotels, a (large graveled car park).

#### A Self Check-In Service from 18:00 onwards:

If your arrival is after 18:00 you will be given an access code to the front door. We will send this information via text once you have telephoned us with ETA prior to your arrival.

#### Departure:

Rooms should be vacated by 10.00am on the day of your departure.

#### Booking Terms:

Online or over the telephone bookings must be secured either by using an acceptable valid credit/debit card or by sending us a cheque. In the event of a 'no show' the full amount of the entire stay will be charged in full.

#### Cancellations:

Bookings can be cancelled up to 2 days before 15:00 on the day of check in free of charge.

Bookings cancelled less than 2 days of check-in will incur a charge of 100% of the booking total.

#### Settlement of Account:

Settlement of your account is by cash, cheque or card.

#### Wedding or Partygoers:

We ask that you treat our property as you would your own home, respect that of the other guests staying at the same time, should you return to your room late into the evening from your wedding or party event 'please be quiet'. Tate House specialises in providing a discreet and quiet establishment. For this reason we don't allow guests to bring back to the Tate House any 'none paying' customers. Damage to any fixtures or fittings will be charged in full and added to your bill for full payment on departure.

#### No Smoking:

For the comfort and safety of all guests in Tate House, we are exclusively non-smoking throughout. Abuse of this condition will incur a £100 surcharge fee to cover the cost of additional cleaning.

#### No Pets:

We have a strict 'no pets' policy.

#### Takeaway Foods:

Takeaways (cooked fast foods) - We ask for you 'NOT' to bring fast foods back to the property. The smell gets into the very fabric of your bedroom - including the chairs, curtains and throws etc.

#### Spillages:

Spillages are inevitable, however please inform us immediately if you should spill anything onto our carpets etc. This will allow us to rectify any further possible damages.

#### Mattress Damage (replacement costs):

We reserve the right to charge (individual guests or lead guests) for the 100% replacement of any mattress that has been compromised by urine. Replacement costs for - Double mattress: £390. King-Size mattress: £590.

Damage to Tate House property:

We reserve the right to charge individual guests or lead guests for the cost of rectifying damage which has been caused by the deliberate, negligent or reckless acts of guests to the hotel's property or structure. If such damage is discovered during the stay it will be drawn to the guest's attention but if discovered after guests have departed then we reserve the right to make a charge to the guest's credit/debit card, or send an invoice for the costs for payment to the registered address. We will however make every effort to rectify any damage internally prior to contracting specialists to make the repairs, and therefore will make every effort to keep any costs that guests would incur to a minimum.

Liability:

The liability for guests for their account is not waived and guests agree to be held personally liable for any charges incurred during their stay. In the event of a booking for more than one room (a group booking) the lead or registered guest (the lead guest) providing credit/debit card details is personally liable for any person, group, company or association that fails to pay all or part of such charges.

CCTV is in operation (throughout the ground floor) at Tate House.