

Booking Terms:

Online bookings must be secured either by using an acceptable valid credit/debit card or by sending us a cheque payable to 'Tate House B & B'. Please note, at the time of your online booking by Booking.com your card was used to secure the booking only, no payment was taken at that time. In the event of a 'NO SHOW', we will charge you the full amount of the entire stay including a 2% card handling fee and a £30 admin fee.

Cancellations:

If you cancel your booking within 24hrs of the first night's stay the full balance of your booking is payable in full.

Arrival & Parking:

Please arrive where possible between the hours of 16:00 and 19:00, unless we have agreed and confirmed alternative arrangement. If unforeseen circumstances on the day affect your confirmed arrival schedule please do telephone us ASAP. Parking is opposite us in The Plough Hotel car park (they also serve good food).

Departure:

Rooms should be vacated by 10.00am on the day of departure unless we have agreed and confirmed alternative arrangements.

Settlement of Account:

Wherever possible, we would prefer to accept cash or cheques. We are a small business with high banking charges. Your bankcard during the booking process via Booking.com was only used for securing your accommodation and at no time was payment taken.

No Smoking:

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

Takeaways Foods:

Takeaways (cooked fast foods) - We ask for you 'not' to bring fast foods back to Tate House. Thank you.

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. (Tea spillage once dried will dye the carpet permanently).

Reckless Damage:

We ask that you treat your accommodation at Tate House as you would your own home. We retain the right to charge you for the cost of rectification of any excessive soilage or damage you may cause to the property or furnishings. We do hope our guests will consider wiping their feet or taking off their shoes (when wet) on entering our home.