

# Terms and conditions for the Cremona B&B

## BOOKING

We require a valid Debit/Credit card and full details to secure the booking, a mobile contact number and address and postcode.

This also guarantees payment.

## DEPOSITS

**We do not take deposits** (except for selected group bookings)

**However, there is a cancellation fee.**

(Children/babies under 10 years not included)

## PAYMENT

Payment in full to be made on arrival, Cash, Debit or Credit Card., please note there is a charge of 3% on credit card payments nothing on debit cards or cash

**We do not except cheques as payment** unless paid a full 8 weeks in advance.

Deposits by cheque at least 6 weeks in advance.

## CANCELLATIONS

Should you cancel we will require 7 days notice. After this the first nights money will be charged from the credit/debit card you will have given to secure the room and guarantee payment. No other charges will be added.

**Failure to not turn up** will result in the first nights money being taken from the credit/debit card you gave to secure the booking and guarantee payment. No other charges would be made. Please note on arrival you will be asked to sign in. This binds you to our terms and conditions. No cancellation is granted on arrival. The total price will be charged at our discretion.

**The management reserves the right to cancel any booking up to, and on the day of arrival without explanation.**

## NUISANCE

**Any person found to be a nuisance to any other guests, i.e.: shouting, slamming doors, drunkenness and general lack of respect and non-consideration to others will be asked to leave and no refund will be given.**

## SMOKING

We are a totally non-smoking Hotel. Any person who does so will be asked to leave, no refund will be given and a fine of £50.00 will be added for extra cleaning.

## DAMAGES

Accidents do happen: Please tell us before you depart. We reserve the right to charge the credit/debit card on all unreported breakages/damages or others....!!

## DOUBLE ROOM/SINGLE OCCUPANCY

A charge is made for single occupancy in a double room. Please ask for rates.