

Glen Wynne Guest House

When you make a Booking directly or on our website or via our booking agents, you will be asked to click "I accept" and you will not be able to complete your Booking if you do not do this. This confirms that you are aware of and accept these terms. We strongly recommend that you read the terms before accepting.

Our Contract

1. If you are a consumer (i.e. not dealing as a business with us), Glen Wynne (we/us) sells all rooms and extras (see Section 2.7) to you subject to these terms.
2. A contract is formed between you and Glen Wynne when we issue you with a confirmation number for your room and extras (if applicable) (**Booking**). No booking shall be binding on Glen Wynne until we issue you with a confirmation number.

2. Your Booking

1. You cannot transfer or resell your booking (in whole or in part). If you transfer or resell (or attempt to transfer or resell) then Glen Wynne will terminate your booking and retain any money paid to us for such booking. We may also refuse to take any further booking from you in the future.
2. You may make a booking on someone else's behalf. You are responsible for ensuring that any customer in your booking complies with these terms as if that customer had made the booking.
3. You can only make a booking if you are 18 years old or over. If you arrive at Glen Wynne and have any member under 16 years of age your booking will be terminated and you will not be permitted to take up the booking in part or any member stay.
4. **If you arrive at Glen Wynne with more people than you have made a booking for then your booking will be terminated and the full cost of the booking charged for.**
5. You must ensure that the name on a booking is correct at the time of booking. Subject to section 7, this cannot be changed after making the booking.
6. If you book two or more rooms for the same night we will treat this as a **Group Booking**. If you make a Group Booking, the following additional terms also apply to you:
 - If you book 10 days or less before the scheduled date of arrival, you must pay in full when you make the booking.
 - If you book more than 10 days before the scheduled date of arrival, you must pay the first nights cost in full for all rooms as a deposit when you make the booking. You must settle any balance at on arrival. We may cancel your booking if you do not make any payment when it is due and we will not refund the deposit.

(see Section 8 for special terms regarding amending and cancelling Group Bookings)

7. We will endeavour to offer certain extras by request when you make your booking. Please make your request at the time of booking and advise of your

budget. The room rate excludes any extras unless we expressly agree with you otherwise as part of your booking. Extras are subject to availability and cannot be transferred to any other booking. If any extra that you have paid for in advance is unavailable upon arrival we will give you a refund of the price you paid for that extra. Extras are provided subject to these terms.

3. Rates and Payment

1. The rate for each room is as published on our website or via a booking agent at the time of your Booking, or, in the case of a telephone booking as advised to you at the time of booking.
2. All payments are due in full at the time of booking unless otherwise advised by Glen Wynne.
3. Balance payments made by credit/business card will be charged an admin fee. All classes of cards outside of the UK will be charged an admin fee (debit/credit or business etc).
4. You must be able to show photo identification such as a passport or driver's licence or a valid credit or debit card if you are paying by cash for a walk-in booking at a Glen Wynne.
5. When making a booking if the credit/debit card expiry date expires prior to the arrival date. The full booking payment will be charged, unless alternative card details are provided.

4. Check-in and check-out

1. You can check-in from **14:00** on the scheduled date of arrival. If you wish to check-in earlier, you can do so by buying an early check-in extra at the time of booking. These services are subject to availability.
2. Our check in times are between **14:00** and **20:00**. Check- in between **20:00** and **22:00** may be possible with prior notice, and a fee of **£10** will apply. These services are subject to availability. There will be NO check ins after **22:00**.
3. You must check-out before **10:00** on the scheduled date of departure. If you fail to check-out by the stipulated time, we will make an additional charge equivalent to the flexible rate at that time, for one night's stay for the applicable room(s).
4. Luggage may be stored after check-out a fee of **£2.00** will be charged which will be donated to charity. These services are subject to availability.

5. Rooms

1. Maximum occupancy for rooms are:
 - **Single Rooms:**
Maximum number occupants is 1 adult. Contains a single size bed.
 - **Double Rooms:**
Maximum number of occupants is 2 adults. Contains a double size bed.
 - **Twin Room:**
Maximum number of occupants is 2 adults. Contains two single size beds (Note this room cannot be made in to a double bed)
2. You shall not exceed the specified occupancy for the room type.
3. You must not smoke in our guest house or interfere with our fire detection system. If you do so, we will terminate your Booking without refund and require you to leave the guest house immediately. You authorise us to charge you any costs we incur if you smoke or cause damage in our guest house including costs for specialist cleaning (to make the room fit for sale as a non smoking environment) and the cost of the room for any time period it is

unusable. You authorise us to charge this amount to the payment card used in your Booking. We will send you (at the address on the Booking) a breakdown of these charges within 10 working days. We may refuse to accept bookings from you in future.

4. Pets are not permitted in the guest house.

6. Cancellation

1. If you need to cancel your booking and do so a full Ten days prior to your arrival date then you will only be charged the non refundable deposit (equivalent to the first nights stay) which will have been made at the time of making your booking.
2. If you cancel your booking within the Ten days of your arrival date then you will be charged for the full cost of your booking.
3. **We will not make a refund on extras purchased with the booking.**
4. We will only make refunds to the payment card that you used to make the Booking. We will normally credit refunds to your card within 10 days. We will refund you the money you have paid less a **£15.00** administration fee.
5. We recommend that guests should take out travel insurance to cover themselves against cancellation or events that cause them not to take up their booking.

7. Changing your Booking

1. With any **room booking**, subject to availability, you may change the length of stay, the room type and/or the scheduled date of arrival. You must notify us ten days before your scheduled date of arrival of any changes and you will pay for any additional nights.
2. With any **room Booking**, subject to availability and conditions (the room must be the same rate at the Guest House), you may change the scheduled date of arrival and/or the room type. You will pay the difference in room rate when changed to a peak seasonal period.
3. With any **room Booking**, you may increase the length of stay, subject to availability and payment for any additional nights at rate applicable at the time the amendment was made.

8. Amending and Canceling Group Bookings

1. If you cancel your Group Booking or reduce the number of nights or the number of rooms required, we will not refund any money you have paid to us (including any deposit).
2. Subject to availability and payment, you may add any additional night(s) to any Group Booking (after the dates of the original Group Booking) at the rate for the room(s) at the time you make the amendment.

9. Relocation

Glen Wynne (operates a relocation policy). If a room is unavailable on arrival (except due to an event beyond our reasonable control), (see section 10.2) then, we will either:

At your request, or, if in our reasonable opinion there is no suitable alternative Bed and Breakfast accommodation available at the equivalent price, cancel your Booking and refund you the money you have paid for the unavailable room(s) including related extras.

10. Guest Conduct

Glen Wynne Guest House operates a Zero Tolerance policy and will not accept any abuse or threatening behaviour towards any member of staff or other guests. Where this occurs the guests concerned will have to leave and the matter reported to the police. In these circumstances the full cost of the stay will be charged.

11. General

Statutory Rights: We have tried to ensure that any rights that you as a consumer have that are implied by law into a contract of this type (**statutory rights**) are not excluded or limited in anyway. If any of these terms conflict with a statutory right or the law changes and your statutory rights change, then the statutory rights will prevail over these terms.

For more information on your statutory rights see www.consumerdirect.gov.uk or call 08454040506

- 1. Events Beyond our Reasonable Control:** We shall not be in breach of these terms, nor liable for any failure to perform any of our obligations in relation to your Booking (such as the provision of room(s) and/or other products and/or services and/or extras) due to any adverse event, act, omission or accident which happens which is beyond our reasonable control including, but not limited to, flood, earthquake, extreme adverse weather conditions, natural disasters, other acts of God, acts of terrorism, interruption or fire (except by way of our default) or failure of (except by way of our default) electric power, gas, water, or other utility service, plant machinery, computers, vehicles or any collapse of building structures.
- 2. Our Liability:** Our total liability for any loss shall not exceed the same cost of your booking, total sum we charge you for the booking. We shall not be liable for any losses that were not caused by any breach of contract or statutory duty or negligence on the part of Glen Wynne Guest House and we shall not be liable for any losses that were not reasonably foreseeable to both parties when the contract was formed.
Nothing in these terms shall exclude or limit our liability for fraud or death or personal injury caused by our negligence or any other matter which it would be illegal for us to (or attempt to) exclude or limit.
- 3. Agent Bookings:** When a booking is made through a third party (Booking Agent) Glen Wynne Guest House will not be responsible for any additional costs when the relocation is a result of the guests booking inappropriate/wrong type of accommodation and is not an overbooking.
- 4. Third Party Rights:** A party which is not a party to our Contract shall have no right to enforce any term under the Contracts (Rights of Third Parties) Act 1999.
- 5. Law:** These terms are governed by the laws of England and Wales.
- 6. Changes to Terms:** We reserve the right to change these terms from time to time. The terms applicable to your Booking are those in force on the date of Booking (or amendment, as applicable).

12. Car Parking

1. Car parking is available with certain room types at Glen Wynne Guest House between the months of April to October by the provision of a parking permit for the local pay and display car park or local street permit. The former can also be used at specified locations throughout the South Lakeland District Area on designated pay and display car parks. This is provided by Glen Wynne for their guests free of charge. Guests must clarify before making a booking if car parking is included with their room type.
2. Glen Wynne Guest House do not except responsibility for any misuse of the parking permits as guests must adhere to the guidelines for use and each pay and display car park use requirements. Guests park their vehicles at their own risk as Glen Wynne excepts no responsibility for any damage or theft to a vehicle.
3. The car parking permit is not transferable where members of a booking at Glen Wynne are accommodated at an alternative accommodation with a third party provider.
4. Car parking permits are to be returned on check-out. You authorise us to charge you any cost we incur for **lost or non returned** car parking permits. We will send you (at the address on the Booking) a breakdown of these charges within 10 working days.

13. Questions / Complaints

1. If you have any question or complaint in relation to your Booking or these terms please go to our website and click on the 'contact us' link and we will respond to you as quickly as we can, normally within 5 working days.
2. The meaning of "Glen Wynne", "we" or "us" in these terms means Glen Wynne Guest House, Broad Street, Windermere, Cumbria, LA23 2AB.

*Calls cost 10 pence per minute from a standard BT landline.
Calls from other networks and mobiles may vary.

Updated August 2016