

## The Lawn Guest House Booking Terms and Conditions

Mr Quasim Suhail  
The Lawn Management  
30 Massetts Road  
Horley, Surrey  
RH6 7DF  
+44 (0) 1293 775751

Thank you for choosing to book with The Lawn Guest House, we look forward to welcoming you.

### **Rates and Payment**

1. The price of the accommodation can vary depending on season. Your booked rate will not be amended if our rates increase or decrease.
2. Credit card details are required to secure your reservation and payment will be made upon arrival (unless otherwise agreed).
3. We prefer payment in Cash or Debit card, Credit Card payment is an additional £2 per transaction.
4. You must be able to show photo identification such as passport or driver's licence or a valid credit or debit card if you are paying by cash for a walk-in booking.

### **Check-in and Check-out**

The Lawn Guest House offers a flexible check-in time. Generally rooms can be ready by 2pm but if you would like to check-in earlier please let us know at least the day before so we can try and have your room ready prior to your arrival. If your room is not available you can leave your luggage in the reception lounge where staff will be pleased to take them up to your room.

Rooms should be vacated by 10:00 on the day of departure, unless otherwise arranged. We will provide you with an invoice payable on departure for any additional services you may have used during your stay.

### **Smoking policy**

The Lawn Guest House operates a strict non smoking policy. You must not smoke anywhere inside the guest house or interfere with the fire detection system, if you do so we will terminate your booking and require you to leave the hotel immediately. You authorise us to charge you any costs for specialist cleaning and the cost of the room for any time period it is unusable. You authorise us to charge the amount to the payment card used to secure your booking. We may refuse to accept bookings from you in the future.

### **Booking Cancellation**

A contract is formed between you and The Lawn Guest House when we confirm your booking. You will not be charged if you cancel 72 hours prior to arrival, after this the first night will be charged. We may charge an administration fee for any cancellation. Please note that any deposit and/or cancellation charge is non refundable under any circumstances.

### **Acceptance of Children**

We welcome children of all ages and have 2 travel cots.

### **Late arrival procedure**

Please ensure you contact us no later than 18:00 to let us know if you will be arriving late so we can arrange for you to use the late entry system.

### **Website**

Lawn Guest House takes reasonable efforts to ensure that the contents of the website(s) are accurate; however, it cannot give any warranty that this is the case. We may change web content at any time without notice.

The website includes links to third party websites. These links are used to provide further information and are not intended as an endorsement of such websites and/or their content.

### **Courtesy Transport and Car Parking**

Courtesy transport service is subject to staff and vehicle availability. In cases of, for example, heavy traffic or if we cannot find you at the pick-up point we may not be able to pick you up in which case you will need to make your own way to The Lawn. Taxi fare will not be paid for by The Lawn for any reasons whatsoever.

Vehicle and contents are left entirely at owners risk.

We require your car key when leaving your car with us so we can drive it to the back of the house, failure to provide your car keys upon departing may result in a charge for inconvenience.

### **Damages and Breakages**

Please take care when staying in our property. You are responsible and liable for any breakages or damages, 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 if you do not report this.

All accidents relating to a damaged or a wet bed will be charged at £100, we may need to purchase a new mattress or a cleaning company will need to be called in, either way the charge will remain the same. You authorise us to charge you any costs for specialist cleaning and the cost of the room for any time period it is unusable. You authorise us to charge the amount to the payment card used to secure your booking.

### **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.

**Privacy Policy**

The Lawn Guest House cares about our clients and their privacy. Any information gathered from our website for enquiries or booking is kept secure on our central database. The Lawn does not pass client's personal information to any third party.

Forms on the Lawn website may request the client to supply their details and booking preferences (at time of booking). By supplying such information, the client consents to the Lawn Guest House storing their booking details for an appropriate period of time to supply the products and services requested.

The Lawn may contact the client when necessary regarding the enquiry or booking made, or to send a confirmation. From time to time, the Lawn may send further information about the Guest House. You may opt-out at any time by sending an email to [info@lawnguesthouse.co.uk](mailto:info@lawnguesthouse.co.uk) to unsubscribe.

Any personal information collected by the Lawn Guest House is held in accordance with the provisions of the Data Protection Act 1998.