

## **Windrush House Terms and Conditions**

**To secure the room**, we would ask for full address and card details including the expiry date and last 3 digits from the reverse of the card. We will not charge anything against the card but do reserve the right, should you not arrive on the date booked, to take monies in full if we are unable to re-sell the room. If you wish to book the room you can telephone us with your card details as unfortunately we are no longer able to accept card details via e-mail.

**Cancellation Policy:** We have a cancellation policy of 14 days after which time if you cancel or amend your reservation you will remain responsible for the cost of your stay. We always do our best to re-sell any cancelled rooms and would then only charge you any difference in price.

**Our check-in times** are between 4pm and 7pm and if you are able to let us have an approximate arrival time that would be much appreciated.

**Our check-out time** is before 10.30am.

**Our breakfast** is served between 8-9am, unless prior arrangement is made for an earlier sitting.

**Windrush House** is a non-smoking house and we regret that we do not accept pets or children under the age of 8 years.

**Payment** if on departure, you pay for your stay using a card, we pass on our processing charges: Credit Cards @2% (3% outside the EU), UK Debit Cards, cash or cheque incur no fee.