

THE STEADINGS – B&B CANCELLATION POLICY

Reservations

Please note the cancellation policy before committing to a reservation.

In order for us to confirm a reservation, **a deposit or full payment paid in advance** is required to secure your booking. We are unable to take credit cards so no payment is taken via this method, however to secure a booking we accept cheques or a bank transfer direct into our account. We will send confirmation once the money has been received and cleared.

- If a booking is cancelled within 7 days of the scheduled date of arrival, your deposit will be returned.
- If you do not show, we reserve the right to keep the deposit / payment for the full amount of the stay.
- The exception to this policy is for bookings at peak times June/ July/ August/ Christmas & New Year, where we reserve the right to keep the deposit payment, or 50% of the full payment, if paid in advance.
- Bookings made online will be subject to the same terms and conditions.

Cancellation by the Guest

We are a small business, so cancellations can have a big impact on us, especially if we have turned away potential guests in favour of someone who has already booked and who then cancels. We do, however, appreciate that unforeseen circumstances can intervene, and we try to be as sympathetic and helpful as possible in such cases.

In the event of a cancellation up to 7 days prior to the scheduled date of arrival no charge will be made and your deposit refunded. During peak times we will always endeavour to return monies, but as mentioned above, reserve the right to keep the deposit payment, or 50% of the full payment, if paid in advance.

We take all Bookings in good faith, as we are unable to judge reasons for change, cancellation or non-arrival, guests are reminded that rooms or meals that are pre-booked (verbal or written) forms a legally binding contract. In addition, we may take legal action, through the Courts, to recover any outstanding debts.

Cancellation by Us

Should it become necessary for us to cancel a booking we will contact you immediately. Any payments made will be refunded in full. Should you wish to, we will attempt to book you into another local bed and breakfast in a similar standard of room(s). Should this establishment be more expensive than The Steadings Bed & Breakfast, we will pay the difference for the first night of your stay.