



Terms and Conditions

Arrival and departure

Check in is between 3.00 pm and 7.00 pm. We will be happy to arrange early or late arrival by prior agreement. We request you vacate your room by 10.30am on the day of departure.

Deposit

Your reservation may be secured by payment of a deposit of £15.00 per person. This can be paid either by:

- cheque (made payable to "L. Roberts" and sent to @EdenGate, 5 Victoria Road, Penrith CA11 8HR; or
- Providing debit/credit card details. If card details are provided we will charge nothing further to the card until your stay with us.

Cancellation Policy

We ask that you provide the earliest possible notice of cancellation or a change in the size of your party. If you cancel part or all of your reservation we will apply the following policy:

- More than 7 days notice* - full refund of the relevant deposit, on a per person basis.
- 7 days - 48 hours notice* - no deposit will be refunded
- Less than 48 hours notice or "no show"* - the full cost of your first night's stay will be payable as per your original reservation. NB - In agreeing to our terms and conditions you authorise us to take this amount from your card.

In the unlikely event we have to cancel your reservation due to circumstances beyond our control we will refund any payment that you may have made.

Pets

Sorry, we do not accept pets.

Payment

Payment can be made during your stay by cash, debit or credit cards. Sorry, we do not accept cheques on departure.

Damage and breakage

We are sure you will take care whilst you stay with us, and we acknowledge that accidents sometimes happen. We do however reserve the right to charge for any damage or breakages which we consider was deliberately or recklessly caused. We also reserve the right to charge for any room nights lost due to the condition of the room. In agreeing to our terms and conditions you authorise us to take any such amounts from your debit/credit card.

Smoking

We operate a no smoking policy throughout the building. Anyone found smoking in the building will be asked to leave immediately. We reserve the right to charge the full amount for your stay plus a further night if it is found we are unable to re-let the room whilst it is deep cleaned and fully aired. If evidence of smoking is discovered after your departure you will be notified of the charges in writing as soon as is practicable.

Our liability

We do not accept any liability for damage to your property or injury to you (or other members of your party) whilst on our premises unless caused by us or our employees. Cars left in our car park are parked at your own risk.

Data

Any data collected as a result of your booking will be stored in accordance with the provisions of the Data Protection legislation.

Law

Any dispute between us will be governed by the non-exclusive law of the English Courts.