



## Terms and Conditions

### Arrival and departure

Check in is between 14.00 and 22.00. We will be happy to arrange early or late arrival by prior agreement. We request that you vacate your room no later than 10.30 on the day of departure.

### Deposit

Your reservation has been secured by the provision of card details. Please note that nothing will be charged to your card until your stay @EdenGate, subject to the provisions of our cancellation policy.

### Cancellation Policy

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

No cancellation charge will be made if notice is given to @EdenGate no later than 10.00am 2 days before your date of arrival. If notice is given later, or in the case of no-show, the full cost of your first night's stay will be charged.

In the unlikely event that 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 card. Sorry, we do not accept cheques on departure.

### Damage and Breakage

We are sure that you will take care while 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 deliberately or recklessly cause. 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 charge any such amounts to 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 of your stay plus a further night if it is found that 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, motorcycles and cycles left on our premises 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.