

## **Terms and conditions**

### **Please note that a booking is a contractual agreement**

We have a 14 day cancellation policy, cancellation or curtailment of your stay within 14 days of your arrival date will result in a charge equal to the full value of the booking. We will always endeavour to resell the rooms, and will refund the value of any nights we resell.

Please inform us as soon as possible if you need to cancel.

We recommend travel insurance to cover for cancellations.

I'm afraid we do not accept Hen or Stag party groups.

We usually do not accept children under the age of 2.

Unfortunately we are unable to accommodate pets.

We take great pride in the quality of our property and any damage will be charged to the person making the booking.

Accidents do happen, please let us know as soon as possible so that we can minimise any damage.

The Edwardene is a strictly Non Smoking establishment and it is against the law to smoke anywhere on the property.

Any guest who disregards the No Smoking Policy will be charged a deep cleaning fee of £100.00 and asked to vacate the accommodation, the value of the stay will be charged in full.

Arrival time:-Guests are welcome to check in before 12.00am or after 4pm, the room may not be ready for a morning arrival but you can drop off luggage and collect keys. Please keep us informed if you are delayed or your plans change, then we can make sure we are there to welcome you.

Time to Go Home:- We ask guests to check out by 10.30am. You are welcome to use our guest lounge and we can store your luggage if you have planned a day out, or are waiting for public transport.