

Cherry Bank Bed and Breakfast Booking Terms and Conditions

1. Advance reservations can be made by telephone or e-mail. A deposit of £25 per room is then payable. This will be deducted from the final bill at the end of your stay. Should you cancel or curtail your stay, this deposit will be forfeited unless the room/s can be re-let for the majority of the booked period. Please advise immediately of any change in your requirements.
2. On receiving your confirmation letter or e-mail please check carefully the dates reserved, the room no./description and the price quoted. All bookings are bed and breakfast unless otherwise stated.
3. Please inform us of any special requirements in advance e.g. special diets.
4. Please inform us if you are bringing a dog/s (how many and their size) and refer to the additional terms and conditions applicable to these bookings.
5. Please state your expected time of arrival and telephone if you are delayed. This helps to ensure someone is here to check you in and is particularly important due to the fact that we also run the farm next door and at busy times of year (harvest, lambing etc) we cannot guarantee to have somebody available to check you in unless you provide an estimated time of arrival.
6. Please note that payment is by cheque (supported by appropriate cheque guarantee card) or by cash. We do not accept credit or debit cards.
7. Should you have a complaint, please speak to the proprietor, Mrs Tyson, and action will be taken to resolve the issue.
8. Travel/holiday insurance is recommended to safeguard you in the event of a cancellation/curtailment of your holiday.

Terms and Conditions for Guests with Dogs

1. Please let us know in advance that you are bringing a dog, and how many/sizes
2. Dogs to be kept on a lead in and around the guest house, as we are part of a working farm, and also for the comfort of other guests.
3. Please provide appropriate sleeping materials, although we do have these available on request.
4. Please feed your dog carefully to avoid spills/stains on the carpets.
5. Please towel dogs dry if excessively wet or muddy (towels available on request and there is a hosepipe on the corner of the house).
6. Dogs should not be allowed on or in the beds and for excessively hairy dogs casting a lot we can provide blankets to help protect the carpet. Please just ask.
7. Dogs are not to be left unattended in the bedrooms at any time (unless by request during breakfast). We have a general policy of no dogs in the dining room for health and safety reasons.
8. All breakages/damages to furnishings and excess cleaning charges will be invoiced to the booking address.