

Redgate Smithy B&B Booking Conditions

(last updated Sept.2018)

Contract

NO CONTRACT is made between us until we confirm availability with you by return email, together with details of how to pay your Deposit, following receipt by us of your Online Booking Form or other emailed or telephone booking request, and your Deposit has subsequently then been paid to us by you. Thereafter, a contract will exist between us.

Your Deposit

Upon receipt of your Online Booking Form or other booking request, we will forward confirmation of your booking to you, together with details of your Deposit amount and how to pay it. You may pay either by BACS Transfer or International IBAN Bank Transfer, or by telephoning us with your Debit/Credit Card details, or by sending us a GBP Sterling Cheque made payable to Redgate Smithy.

A booking Deposit of one third of the cost of your stay is payable when booking. The actual Deposit amount will be confirmed by us in our reply to your booking request.

We accept all major Debit and Credit Cards: Visa, Mastercard, Maestro, V Pay, Visa Electron and JCB.

Balance

The Balance of the cost of your stay will be payable during your stay with us, either by Debit or Credit Card, GBP Sterling Cheque, or GB Pounds Cash.

Cancellation

In the case of cancellation, your Deposit (of one third of the cost of your stay) will be refunded, unless the cancellation is made less than 14 days before your arrival; in which case, your Deposit will be refunded if your room(s) can be re-let, minus a £10 cancellation fee.

In the case of any cancellation made 3 days or less before the days of your stay, your Deposit will not be refunded, and we reserve the right to charge for the full cost of your contracted booking.

Gift Vouchers

Gift Vouchers may be purchased for a stay to be taken at any time during the season by the Voucher Recipients, subject only to room availability at the time the Voucher Recipients contact us to make the actual booking.

Payment for any Gift Voucher is required in full at the time of purchase.

We look forward to welcoming you to Redgate Smithy B&B.