

# East Horndon

## Terms & Conditions

Thank you for your booking. Once a booking has been received and our confirmation has been given to you (verbally or written) there is a binding contract which obliges us to provide the accommodation reserved and you to pay for this.

Deposit: The Deposit paid is received as such and is not refundable.\* When Credit Card details are provided the Deposit will be charged to the card if the booking is cancelled or defaulted. Unless stated otherwise the Deposit is the first night's accommodation. Balance is due on departure.

Cancellation: In the event of cancellation please give the maximum possible notice - preferably in writing. There will be no further charges if notice is given 14 days or more prior to arrival.

Within 14 days of arrival we will use our best endeavours to re-let the accommodation and if able to do so there will be no further charge after the forfeiture of the Deposit.

If we are unable to obtain a re-letting then the guest must remain liable for payment of the balance of the charges less an allowance of 15% for food, energy and incidentals not consumed.

Non-availability: We would only cancel your holiday if your accommodation was unavailable for reasons beyond our control. We would attempt to offer you alternative accommodation, however if this was not possible, or unacceptable to you, then we would refund all monies paid by you for the holiday.

In all circumstances our liability would not extend beyond this refund.

Damages and Breakages: You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. Please report these as soon as they occur. We do not normally charge for minor breakages, but we may send you an invoice for repair or replacement if the damage or breakage is significant, and we may make an additional charge if you did not report this.

Liability: We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

Data: Any data collected during the course of this booking may be kept on computer.

We look forward to welcoming you to East Horndon Hotel.

\* You may wish to consider Cancellation Insurance which is readily available and inexpensive. If you prefer we can provide you with an application form.