



TERMS & CONDITIONS

Please read these terms and conditions carefully as once you have booked your stay and paid a deposit, our agreement is a legal contract. We look forward to welcoming you to Broom House at Egton Bridge.

BOOKINGS

At the time of making a reservation, a **50% non-refundable deposit of the total stay** will be taken. The deposit will be charged to the credit/debit card you provide at the time of booking. The balance plus any other charges accrued during your stay will be due on departure.

Please note that we accept all major credit/debit cards (with the exception of American Express) and cash payments. Unfortunately, we do not accept personal or travellers cheques.

CANCELLATIONS

Your booking is confirmed when we have received your non-refundable deposit. We understand that sometimes you need to change your plans. Should you need to alter your reservation in any way, please be aware that our cancellation notice period is seven (7) days. If you need to cancel your booking more than 7 days prior to your arrival date, you will lose your non-refundable deposit. Cancellations made within 7 days prior to your arrival date will require full payment for your total stay and the debit/credit card will be charged accordingly.

If you wish to make a change to your booking we will strive to accommodate your request, but please remember changes made within the 7 day period prior to arrival may be classed as a cancellation even if you wish to choose alternate dates.

Any cancellation or alteration must be in written form, which can be emailed to info@broom-house.co.uk.

We recommend that you take holiday insurance in case you have to cancel your holiday due to unforeseen circumstances.

CHECK IN / CHECK OUT

Our standard check-in times are between 4 pm and 6 pm on the scheduled date of arrival. If you wish to arrive before 4 pm, we will do our best to arrange for your room to be ready or alternatively hold your luggage for you. If you are likely to arrive after 6 pm, we ask that you provide an approximate arrival time so we can ensure someone will be onsite to welcome you to Broom House.

The latest check-out time is 10 am on the date of your departure, unless otherwise pre-arranged.

LOSSES & DAMAGES

We understand that accidents may happen and when this occurs, you agree that you will pay for any damages howsoever caused, by you or any of your party. We hope that any damages are brought to our attention first, but we reserve the right to charge your credit/debit card for any damages including those discovered immediately after your departure.

We also reserve the right to charge your credit/debit card for the loss of any items from your guest room during your stay and/or for any items that are discovered missing immediately after your departure.

PRICES & CURRENCY

Room rates shown on our website are per room, per night and include breakfast and any applicable taxes. Room rates are subject to change.

We charge all our rooms in GBP (£) and when making a booking online, you will be charged in this currency. Please be aware that your bank may collect additional charges if this is not your native currency.

REGISTRATION

We are required by law to maintain a register of our guests. Residents of the European Union shall on check-in provide full names and addresses. All other guests must on check-in produce and provide details of a valid passport and details of their next destination. You agree that we may retain this information for 12 months.

SMOKING

We operate a strict no-smoking policy throughout the building and our gardens.

FIREPLACES & BURNING CANDLES

Broom House operates the use of real burning fires and burning candles, in the communal areas only. Therefore, naked flames exist. You agree never to interfere with any of our burning fires or burning candles, including the adding of any materials to the fires. Only the owners or staff should tend the burning fires or burning candles.

Also, the Bridge Suite (Room 2) has a fireplace, which is purely ornamental. Under no circumstances must any naked flame or fire be started in the guest room, and should you be staying in the Bridge Suite (Room 2), you agree not to do so.

HONESTY BAR

Broom House operates an honesty bar in our guest lounge for the enjoyment of our resident guests. By making use of the honesty bar, you agree, that at the end of your stay, you will be charged for these drinks. The honesty bar is strictly for over 18s only, and is for the sole use of resident guests. Being subject to Alcohol Licensing laws, it is locked shut at certain times.

KEYS

On arrival, we entrust to you a set of keys for the duration of your stay. You agree not to copy these keys, nor allow them to be copied, and that they remain the property of Broom House at all times. Should they be lost or stolen, the owners of Broom House must be notified immediately. Broom House cannot be held responsible for any loss or damage to guests' belongings should any unauthorised person gain access because of lost or stolen keys.

On departure, you must return your set of keys. Non-returned keys after departure will be treated as lost or stolen keys. Lost or stolen keys would entail us having to change the locks. We reserve the right to charge your credit/debit card for the replacement of the keys.

BEHAVIOUR

Guests, staff and owners of Broom House have the right to feel safe and unthreatened. Therefore, we will not tolerate noisy or unruly behaviour, especially including behaviour that may be considered dangerous to life or property.

For such behaviour, we reserve the right, without prior notice, to curtail the stay of guests not adhering to this policy and ask that they vacate the premises. No refunds will be given, nor can we pay costs, expenses or return travel fares for this curtailment.

PETS

Dogs are welcome in the Cottage Suite. We charge an extra £20 per dog, per stay and accept up to two (2) medium sized dogs over the age of 1 year old. We keep all other rooms totally pet free.

Our dog friendly accommodation has its own entrance to a ground floor lounge area. Dogs are to be kept in the lounge area and not to stay in the bedroom. Dogs are not allowed in any of the communal areas, including the dining room, guest lounge and front lawn and terrace.

Broom House reserves the right to charge for any damage caused by dogs being left unattended in the room, or may ask that the dogs be removed for the safety of fellow guests and staff. In such circumstance, no refund will be given.

TERMINATION POLICY

We reserve the right, at our discretion, to terminate without notice an individual's stay at Broom House where deemed necessary. In such circumstances, no refunds will be given.

CHILDREN

Unfortunately, we are unable to accommodate children under 10 years of age. We are not able to offer any extra beds or cots in our guest rooms.

PARKING

There is on-site parking available for our guests. Broom House does not accept any responsibility for damage or loss of property to guest vehicles.