



## Accommodation Terms and Conditions

Terms of Booking & Booking Deposit for Accommodation By placing a booking with us (The Victoria Walshaw or a third party) you (the lead guest) and your booking party (guests) agree to the following terms and conditions as set-out. You the lead guest will beware that this venue is a public House (pub) Restaurant with four en-suite rooms there may be noise associated with the Pub. However, our staff will make every effort to ensure your stay is comfortable and enjoyable. During your stay you agree to abide by any subsequent conditions as set-out. If you have any questions about booking with us, please contact us before making a booking. To place a booking with us the lead guest must be at least 16 years of age. The maximum number of staying guests per room is illustrated in the room occupancy details on the website. Where the person making the booking is different to the lead guest taking up the occupation, the person making the booking may be held responsible for cancellation, non-arrival and damages as set-out within. Only the lead guest and the named booking party are allowed to use the property and its facilities, any third party visitors are only allowed access at our express permission. To secure any booking we require a deposit to be paid in advance, this deposit amount is £25.00 per night. Deposit payments must be 'cleared funds' before a booking can be confirmed. Deposits are only refundable under the conditions set-out here within. Payments can be made online / over the phone using debit / credit card as well as by digital bank transfer, cheque or cash deposit. Any charges raised against us by our banks for handling dishonoured cheque's, bank transfers or any other payments, must be reimbursed by the lead guest within seven (7) days of any request to do so. All guests agree to respect the privacy and peace of all other staying guests, neighbours and the owners at all times. The Management reserves the right to cancel a booking with immediate effect if guests are not honouring this agreement or causing a disturbance / nuisance to other guests, neighbours or the owners.

**Check-in & Check-out Guests must check-in and check-out by the times stated below;** Check-in after 14:00 and before 22:00 on day of arrival Check-out by 11:00am on day of departure.

**Customers who need to gain access to the building after our bar and restaurant closes will be required to call 0161 762 5255. The building remains locked and alarmed throughout the night for the safety of our customer staff and business. Guest will be required to speak to the duty manager before leaving the building throughout the night until 7am each morning**

**Cancellation, Returned Deposit & Non-Arrival Conditions** Guest who need to cancel a booking should contact us as soon as possible. Deposits already paid are only returned in accordance with the following conditions; Cancellation made 14 days or more in advance of arrival date = Full deposit refund

Cancellation made 14 days or less of arrival date. No refund issued, full amount of booking due Nonarrival guests, who are unable to attend or fail to attend for whatever reason forfeit their deposit paid and the full amount of the booking will be due. It is suggested that booking guests take out appropriate holiday / cancellation insurance where required. In the rare event we need to cancel your booking with us, please be aware that we cannot be held liable for circumstances beyond our control and that our liability to you is limited to the refund of any payment already made.

R&L Walshaw Limited, Registration No. 10609257, trading as The Victoria Walshaw, of 12 – 14 Hall Street, Walshaw, Bury. BL8 3BD



### **WiFi Fair & Appropriate Usage Policy**

Where WiFi Internet access is provided, guests accept to use this access to the Internet fairly and appropriately. We may monitor network performance and user usage in order to maintain a fair and high level of service to all our guests. The Internet access provided is intended for general use such as access to the world wide web, email, messaging, social media, light video / music / media streaming. It is not intended or ideally suited for heavy media streaming, online gaming, extensive downloads / uploads. Access to illegal activity or use of our network for illegal activity is strictly prohibited and will be reported to local authorities.

**Damages & Lost Property** We reserve the right to charge the lead guest for any damages caused through the course of a booking by any member of the booking party. This includes breakages, spillages, stains, damage to furniture or fixtures and fitting. Any accidental damages should be reported as soon as possible in order to minimise damage and associated costs. Lost keys / fobs / access cards will incur a replacement charge per key / fob / card lost. Any lost property, if discovered and found, left behind by guests during a stay will be held for a period of 1 month. While we will make our best efforts to reunite lost property with their owners we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belongings before checking out. We may offer to post lost items via recorded delivery at the cost of the property owner, otherwise collection can be arranged. Customers who need to gain access to the building after our bar and restaurant closes will be required to call 0161 762 5255.

### **Cancellation,**

**Returned Deposit & Non-Arrival Conditions** Guest who need to cancel a booking should contact us as soon as possible. Deposits already paid are only returned in accordance with the following conditions; Cancellation made 14 days or more in advance of arrival date = Full deposit refund

Cancellation made 14 days or less of arrival date = No refund issued, full amount of booking due Non-arrival guests, who are unable to attend or fail to attend for whatever reason forfeit their deposit paid and the full amount of the booking will be due. It is suggested that booking guests take out appropriate holiday / cancellation insurance where required. In the rare event we need to cancel your booking with us, please be aware that we cannot be held liable for circumstances beyond our control and that our liability to you is limited to the refund of any payment already made.



**Smoking and E cigarettes Smoking** or use of any tobacco products, including but not limited to, cigarettes, pipes, cigars, snuff or chewing tobacco, is not permitted anywhere on the property.

The use of E cigarette is not permitted anywhere on the property. We reserve the right to charge the lead guest for any damages caused or cleaning required due to a breach of these Clauses.

### **Food and Drink**

Only food and drink purchased on the premises may be consumed on the premises. Light breakfast is provided as standard.

### **Pets**

Except for dogs, we do not accept pets throughout the accommodation. There is a deposit of £50.00 taken on arrival this is refundable if the standard and cleanness of the room was to the same condition on arrival. There is a £10 charge per night for each dog. Young dogs i.e. puppies MUST be declared to us at the time of booking and authorised by the Owners. If a puppy or young pet is taken to a property without our consent this could result in you being asked to leave without compensation. Prior to booking it is advised you check the acceptance of your pet. We ask owners to observe the following rules (failure to do so may result in you being asked to leave without compensation).

- Dogs must Always be under strict control while in the property
- Any fouling of lawns etc. must be cleared up without delay.
- The dog owner must bring the dog's bed or basket for sleeping in.
- Dogs MUST NOT be left alone in the property or elsewhere at any time.
- Dogs MUST NOT lie on beds or furnishings, and hair must be well cleared up before departing.
- Dog owners must ensure that their pets are free from parasites and fleas before they occupy the property. Failure to do so will incur subsequent charges. We reserve the right to charge the lead guest for any damages caused or cleaning required due to a breach of these Clauses.

### **Parking**

Parking Where on-site parking is provided guests accept that they park their vehicles at their own



**Accessibility Statement** We have provided an accessibility and access statement here, which you can download and read.

### **Your Personal Details & Privacy**

We are required to keep a register of guests over the age of 16 who stay with us, this includes full names and nationality, and/or passport numbers, place of issue, details of next destination if they are non-British, Irish or Commonwealth guests. This is in accordance with the (Immigration (Hotel records) Order 1972). These records are kept for a minimum of 12 months and in accordance with the DPA (Data Protection Act 1998) and the GDPR (General Data Protection Regulations). Our policy surrounding the personal details you provide as part of any booking or enquiry through this website / or third party website, including the privacy of those details are explained and set out in our Privacy Policy which you can read here. You accept that any entries you make to an on-site guest book, if available, will not contain personal information or details you would not want disclosed. Any entries containing personal details that may fall into the DPA and GDPR may be removed and destroyed.