



R A D N O R  
*house*

## Bubble B&B Terms and Conditions

### **Making your booking**

A minimum stay of 2 nights applies on Friday and Saturday nights.

We do not accept stag or hen groups.

You must be at least 18 years old to make a booking.

You may only make a booking on behalf of someone else if you are authorised to do so and provided that you agree to be responsible for that person's compliance with these terms as if he/she was the person making the booking.

### **Prices**

The price per night is as stated in your confirmation email.

The price includes overnight occupancy of the house by a pre-agreed number of adults and children. No more than one or two adults (plus children in the circumstances set out below) may sleep in each bedroom, unless agreed with Radnor House in advance of your stay.

Breakfast and other meals can be provided by agreement in advance of your stay. Breakfast is served between 8 am and 9.30 am, or as otherwise agreed with us. An additional charge of £10 per person is made for breakfast. Prices for other meals are by agreement.

The price does not include the cost of any other chargeable services which you might use during your stay, such as the cost of drinks. You will be charged for any use you make of these services at the rates current at the time of your stay.

### **Payment**

50% of the total reservation is required as a deposit to hold all the rooms. The deposit is refundable until 2 weeks before your stay. The full balance is due on arrival at Radnor House. In the event of a no show or booking reduction (after arrival date) the full cost of the booking will be charged.

Payment by bank transfer is preferred. Payment may also be made by gift voucher, and the following cards: Visa, Mastercard, American Express.

Any bookings affected by ongoing Government COVID-19 related restrictions can be changed for later dates or cancelled without charge.

### **Check in and check out**

Check in: the house will normally be available for you from 4 pm on your scheduled day of arrival. Please let us know if you are likely to arrive after 7pm.

Check out: unless we specifically agree otherwise with you, you must vacate the house by 10 am on your scheduled day of departure.

### **Children**

Children of all ages are welcome to stay, subject to agreement in advance with Radnor House.

You must let us know at the time of booking how many children under the age of 12 are going to stay. Children under the age of 12 must share a room with an adult.

Room 1 has space for a travel cot or camp bed, so up to 3 people can sleep there. We can supply a camp bed, but you must provide your own travel cot, if required. Rooms 2-4 can only sleep two people.

Children under the age of 12 must not be left unattended in the house or grounds at any time.

### **Guest facilities**

Radnor House has 4 en suite double bedrooms on the first and second floor.

On the ground floor, there is a breakfast room and guest living room.

There is no ground floor toilet.

Guests have exclusive use of the front garden.

There are no guest parking facilities at Radnor House. The main car park is just behind us on Oxford Road. Spaces are readily available and prices range from £1 for up to an hour, to £4 for 24 hours.

Our Access and Safety Statement (available on our website) has more information on the accessibility of Radnor House.

If you have any specific requirements (for example, because of illness or disability) please let us know at the time of booking. We will endeavour to accommodate your requirements, but our ability to do so is dependent on what these are.

### **Cooking and food storage facilities**

Whole house bookings include exclusive use of an under counter fridge, microwave, toaster, and tea/coffee making facilities. There is no hob or oven available for guest use.

You are welcome to bring food and drink supplies to the house (pre-prepared meals, ready meals, salads, breakfast fare etc).

There is no suitable ground floor sink in your area. Radnor House will wash up any dirty crockery, cutlery and pans once a day. Guests should leave them for us in a plastic container by 10.30 pm in the evening – then by morning they will be ready to use again.

### **COVID-19 Information**

Our “COVID-19 Guest Information” available on our website explains the measures taken at Radnor House to keep our guests and ourselves safe during the COVID-19 pandemic.

As a result of the COVID-19 pandemic, we do not currently service rooms during guests' stays.

### **Alcohol**

Radnor House is licenced and can supply a variety of alcoholic and soft drinks. Please tell us what you would like prior to your stay.

You may bring your own alcohol to consume at Radnor House.

### **No Smoking**

Smoking is not allowed in any of our rooms or at all inside the house. If it is judged that you have been smoking in the house, we shall charge you an additional amount, up to a maximum of £500, to cover our costs to have the house cleaned. This charge shall be applied entirely at the discretion of Radnor House.

### **Dogs**

Dogs are permitted to stay with prior permission only (up to a maximum of 3), subject to an extra charge of £20 per dog.

You may only bring your dog if they are fully house trained.

Dogs are not allowed on the beds or furniture.

Dogs may not be left unattended anywhere in the bedrooms, house or grounds, and must remain under control at all times.

Please clear up after your dog. We supply dog poo bags.

If they do have an accident in the house that you're not able to clear up yourself, please let us know straightaway.

Please dry off dogs and wipe off muddy paws on the ground floor as soon as you enter the house – we supply a dog towel and large throw.

Any damage or excessive cleaning as a result of your dogs may occur an additional charge, at our discretion.

### **Events outside our control**

Any bookings affected by ongoing Government COVID-19 related restrictions can be changed for later dates or cancelled without charge.

We shall not otherwise be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under our contract with you that is caused by events outside our reasonable control (such as serious damage to our premises, serious adverse weather conditions, a pandemic or epidemic, or interruption or failure of utility services such as electric power, gas or water).

### **Damages**

We reserve the right to charge guests for damages to cover reasonable costs.

The cost of damages will be calculated on replacement of items damaged, cleaning required and any loss of income due to rooms being unavailable to let.

Guests must provide details of a valid debit or credit card (Visa, Mastercard or American Express) at the time of booking, which will be used to charge reasonable costs of damages.

### **Our liability to you**

In the event that the house is not available at your scheduled check-in time, we will use reasonable endeavours to offer you alternative accommodation at another nearby venue of a similar standard for a similar price.

Our total liability to you for any loss you suffer will be limited to the total price of your booking. We will not be liable for any losses not reasonably foreseeable to both you and to us when the contract was entered into, or for any losses that were not caused by any breach of contract or breach of statutory duty or negligence on our part.

Nothing in these terms excludes or limits in any way our liability for death or personal injury caused by negligence, or for fraud or fraudulent misrepresentation, or for any other matter for which it would be illegal or unlawful for us to exclude or limit (or attempt to exclude or limit) our liability.

### **Corrections**

Any error or omission in any information or document issued by us shall be subject to correction provided that the correction does not materially affect the contract.

These terms and conditions are governed by the laws of the UK.