

## **The Broad Leys Accommodation terms and conditions**

Your booking forms a contract bound by law between yourself and The Broad Leys.

### **BOOKING**

Booking enquiries can be made in person at The Broad Leys, 8 Wendover Road, Aylesbury, HP21 9LB, by telephone on 01296 399979 or by email [info@thebroadleys.co.uk](mailto:info@thebroadleys.co.uk).

- All bookings will require a valid debit or credit card (we do not accept AMEX or Diner's Club cards).
- All bookings will require a non-refundable deposit to be paid to act as confirmation of the booking. This deposit will then be deducted from the final bill.
- We do not accept payment by cheque.

### **BOOKING PROCEDURE**

- As bookings require a valid debit/credit card, we can only confirm bookings in person or via telephone.
  - If you email us a reservation enquiry, we will be in touch within 24 hours to confirm your booking and to take a deposit.
  - Please check our online reservation system prior to calling or emailing to ensure your chosen dates are available.
  - Our online reservation acts as a guide and we regret that recent bookings may not show up until 24 hours after they are confirmed, therefore we apologise if your chosen date is not available as originally indicated.

### **ARRIVAL**

- All guests should check in at the reservation station in the Broad Leys Bar & Restaurant.
- We advise all guests that check in is open from 3pm on the day of your arrival.

Should you arrive prior to this time we are happy to securely store luggage for you until your room is ready.

- Guests requiring check in after 7pm are asked to inform us prior to arrival. Check in will close at 10:30pm.
- Standard check out time is 10am weekdays & 11am on weekends. Should you require a later check out, please speak to one of our team when booking.

### **CANCELLATION POLICY**

- All cancellations must be made by phone. We cannot accept cancellations via email.
- Depending on the date of cancellation, cancellation charges may apply. Please see our “Cancellation Charges” policy.
- This cancellation policy is part of our terms and conditions that are accepted upon payment of a booking deposit. This contract authorises us to make the stated charges to the debit/credit card provided without asking for any further consent.

### **CANCELLATION CHARGES**

If you need to change or cancel your booking, the following charges will apply.

- We require 2 business days notice for any cancellations otherwise the cost of your stay will be liable.
- We will endeavour to re-let the room and if successful we will not charge you for cancelling. We promise to be honest if we have re-let the room too!
- Any guests failing to check in by 10:30pm on the day of the reservation who have not provided notice of their late check in will be deemed to have cancelled their booking and the relevant cancellation charges will apply.
- Please note, for bookings of 3 rooms and more different policies and supplements apply. Please call us on 01296 399979 to enquire about these.

All charges will be applied to the card provided when booking.

Please note: our accommodation is protected by a secure alarm entrance system for which guests will be provided with an access fob. Guests are still advised to take out adequate travel insurance.

### **DAMAGE TO PROPERTY**

- All rooms are thoroughly cleaned on check out. Should you notice any existing damage when taking occupancy of your room, please inform one of our team immediately.
- Any damage caused to the property or items in the property during your stay will become liable to the cardholder who made the reservation.
- Any lost secure access fobs will be charged at £20 per fob.

### **NO SMOKING POLICY**

- In the UK it is illegal to smoke in any enclosed public space.
- Smoking is strictly forbidden in our accommodation and our rooms are fitted with smoke detectors, this include vaping.
- If there is evidence that guests have been smoking in any designated non smoking area we will add a cleaning fee of £100 and all lost earnings costs incurred from disturbances to other guests to any bill. Guests who are still resident will be asked to leave the premises with no refund given.

Please note we do not allow pets on our premises due to allergies of other guests.

Confirmation of your booking constitutes acceptance of these terms and conditions.

If you have any questions regarding the terms and conditions of your booking, please email [info@thebroadleys.co.uk](mailto:info@thebroadleys.co.uk)

We hope you enjoy your stay.