

## Geckos Rest Terms and Conditions

### **Booking and cancellation:**

Flexible direct booking: Card details are taken at the time of booking. Full payment is taken 21 days before arrival when the 'flexible rate' is booked, this booking can be modified or cancelled up to 21 days before arrival.

Non-refundable: Card details are taken at the time of booking. When a 'non-refundable' rate is booked then the total price of the reservation will be charged any time after booking. This is non-refundable and non-moveable. For example: the dates cannot be changed, the room type cannot be changed and / or the booking cannot be transferred to someone else, if the booking is cancelled the full amount is still payable. However changes may be possible up to 90 days before arrival if the room was booked directly with us at Geckos Rest, please contact us should this apply.

Agent bookings: If you have booked via an agent (such as booking.com, expedia, TUI etc.) then these bookings are subject to the cancellation policy agreed with the agent at the time of booking.

Please note if you change your booking dates our current prices for your new booking dates will apply. If a payment cannot be taken the booking will be cancelled and any monies owed to Geckos Rest will be recovered.

We do advise you to take holiday insurance to cover the cost of your deposit and holiday.

Geckos Rest cannot accept groups of more than 4 people staying in a maximum of two rooms (even if members of the group booked independently). Groups may be refused entry and the full amount of the stay will be charged, additionally each member of a group incurs an extra charge of £50 per person per night.

We do not accommodate hen and stag parties or those attending.

We reserve the right to refuse any booking.

Check-in is from 2pm to 6pm although your room may be available earlier. Check out is 10.30am. Guests that have not checked-in by 6pm will be classed as a no show and the full amount of your stay will be charged as per our terms and conditions. Early check-in is free when available. A pre-arranged late check-in (from 6 to 9pm) may be possible if available, however extra fees apply.

Breakfast is included in the price.

Maximum of two people per room. There is no capacity for extra beds in a room.

We need to be notified at the time of booking if travelling with children. Children / babies under 2 years are charged £7.50 per night (this includes free use of travel cot, if required) and are not allowed to share beds, we must be notified at the time of booking.

The maximum number of children's cots in a room is 1 and needs to be confirmed at the time of booking as not all of our rooms are suitable for a cot.

We do not accept under 18-year-olds unless accompanied by a responsible adult.

Geckos Rest is not responsible for any property lost or damaged on the premises, including vehicles in the car park.

**Parking:**

Guests need to reserve free on-site parking when booking as spaces are limited. Please request at time of booking. Unauthorised car parking, or over stays will be subject to a Penalty Charge Notice. Please note our car parking spaces are the standard 2.4 meters wide, if you have a large vehicle you may have to find alternative place to park (a pay and display car park is directly opposite).

**Electric Vehicle (EV) charging:**

Guests need to inform us if they wish to charge their Electric vehicle (EV). EV's can only be charged from designated sockets in the appropriate parking bay. Please ask us before charging for our current prices and policies.

**Notifiable diseases:**

You are expected to follow all current Government guidance and adhere to Geckos Rest advice based on that guidance: such as social distancing, regularly sanitising your hands, not allowing visitors into the property. Your details (such as name/s, telephone number and dates of stay) will be passed on if requested by NHS, or other government body.

**General Policies:**

We ask you to respect our other guests, please be quiet between 10pm and 8am.

Check out is 10.30am and latest check in is 6.00pm (unless otherwise arranged a half hourly charge applies).

Unfortunately dogs and other pets are not accepted in our guest house.

We do not allow smoking or vaping inside the building. It is against the law to smoke inside the building. Please use the designated outside smoking areas.

Each child (under 18 years old) must be accompanied by at least one responsible adult (over 18 years old).

Visitors and non-paying guests are not allowed at Geckos Rest.

Any guests; damaging, losing or stealing our property, using products that stain linen or materials, being abusive, smoking or vaping in the building, using illegal substances or not adhering to our policies - could be charged for repairs, extra cleaning and may be asked to leave with no refund given.

**Liability:**

Whilst Geckos web site and literature is intended to give a fair representation of the facilities available, there may be occasions when certain facilities are out of use. Although every effort will be made to try and ensure that this does not happen, where it is unavoidable, then no liability shall attach to the Geckos Rest by reason thereof. We cannot be held responsible for the failure of public services e.g. gas, water, electricity etc, or for any disturbance which is beyond our control. Please help us to make your stay a happy one: if something goes wrong on your holiday please let us know before you leave so that we can try to put it right.

Prices are correct at the time of publication but may change without notice with the exception of confirmed bookings. Confirmed bookings will not alter other than to reflect any changes in tax.