

# Small Print

We're not going to write loads of legalese that no-one reads, let alone understands. So here's our attempt at a plain English version.

## **Cancellation Policy, Deposits, Curtailments & No Shows**

Suffice to say we are a small business and therefore last-minute cancellations, curtailments and 'no-shows', if and when they happen, are a big deal for us. However, we are reasonable people and accept that sometimes plans change at short notice and as such we've devised the following:

### **Cancellation Policy**

Very simply, we require 2 clear days notice that you wish to cancel or curtail your booking.

This gives us a fighting chance of re-letting your room to someone else. For the sake of clarity, if you wish to cancel a booking starting on a Monday, you would need to inform us by midnight on the preceding Friday, which you can do by telephone (leaving a message if the answerphone is on) or email. If you cancel within the 2 day notice period, we reserve the right to charge you for either the full cost of your booking, or 2 nights, whichever is the lower.

### **Deposits Policy**

A deposit is required equal to the cost of the first night stay for all bookings. This deposit is fully refundable if you cancel your booking with more than 2 days notice **and** we are able to resell the room, otherwise the deposit is non-refundable. We will always make every effort to re-let your room to someone else.

### **Extensions**

For precisely the same reasons as outlined under Cancellations, we try and let as many as of our rooms as possible at all times. As such, if your planned 3 day stay in Felixstowe looks like becoming a 5 day stay, please do let us know as soon as you can, so we can try and accommodate you. Clearly we can't guarantee to help you, but we will bend over backwards to do so.

### **Payment**

Payment by cash, cheque, BACS transfer and UK issued **personal** debit card is included in the prices above. If you chose to pay by credit card or a business payment card then a surcharge will apply to cover our costs. For most cards the surcharge is 2%, apart from Mastercard 'World', Signia cards, business payment cards and non UK cards of all types, where the surcharge is 3%. We do not accept American Express or Diners Club cards.

Any balance of payment is due on arrival. If you wish to pay the balance of the amount due by cheque we require receipt no later than 10 days prior to the date of your arrival.

Where we are **invoicing a business**, we require **payment within 14 days**, otherwise we will apply the terms of the Late Payment of Commercial Debts (Interest) Act 1998. In short, this means we'll charge you a one off £40 late payment fee, plus interest at 8% over the reference rate, which is the The Bank of England base rate on the preceding 31st December or 30th June. Full details can be found at

[http://www.payontime.co.uk/legislation/legislation\\_main.html](http://www.payontime.co.uk/legislation/legislation_main.html)

### **Checking In**

Check in is between **3pm until 7pm**. We can often bend these times a little **by prior agreement**, but if you arrive outside of these times you risk either standing outside an empty property, or in the event of an unagreed late arrival, being charged at the rate of £10 per hourly period. This isn't us being awkward or trying to raise extra funds, it's just how a B&B usually operates.

### **Checking Out**

Rooms to be vacated by 10am on day of departure please, so we can prepare for incoming guests. We can sometimes accommodate a slightly later check-out for a couple of rooms (first come first served), but unagreed late checkouts will also be charged at £10 per hourly period.

### **Pets**

We do not accept pets. Sorry.

We have two cats which, although may be seen on occasion, are not allowed in the dining area nor the bedrooms.

### **Guest Behaviour**

As well as being a guest house, 'The Norfolk' is also our home. As such, we request that guests behave in a reasonable manner at all times. If a polite request fails to remedy the situation, we reserve the right to terminate the licence to occupy of any person or persons that, in our view, cause serious detriment to the enjoyment of others in the house.

We really, really hope never to use this one!!!

### **Security**

Please do not leave valuables in your rooms as we cannot be held responsible for any loss or damage incurred.

### **Damages**

All damages will be charged for.

### **Lost Keys**

Should you have the misfortune to lose your keys we will respectfully ask for a voluntary contribution towards all replacements necessary to ensure the security of our home is maintained.

### **Evening Meals**

Although we do not offer meals in the evening, there is a range of dining options in Felixstowe and we are very happy to recommend somewhere to suit both your taste and pocket.