

MOUNT HAVEN

Booking Terms & Conditions

Upon booking we will send you a confirmation. Please do read and check your information carefully and contact us as soon as possible if there are any queries as once we have taken full payment, we are unable to change your reservation.

Check In, Check Out

Your room will be ready from 3pm on the day of arrival. Should you arrive early you are more than welcome to leave your luggage with us, and we will do our best to get your room ready as soon as possible. On your day of departure please feel free to use your room until 11am.

Payments and Policies

Standard Reservations:

- Credit card details will be taken at the time of booking and full prepayment will be taken 7 days prior to arrival from the given card.
- For bookings that fall into the 7-day window full payment will be taken at the time of reservation.
- For 4 nights or more please contact our reservations team on reception@mounthaven.co.uk or call **01736 719937**
- Any bookings for 4 nights or more require a non-refundable deposit of 25%
- All room prices are based on 2 adults sharing and includes breakfast.

Special Offers & Advance Purchase

- Full payment will be required to confirm your booking.
- Special offers and Advance Purchase Rates are non-refundable and non-amendable.
- Advance purchase rates and special offers are subject to availability and only 1 offer can be applied to each stay.
- Your room rate will be confirmed at the time of booking; we regret that we cannot change the rate or terms of your stay once a booking has been confirmed.
- All room prices are based on 2 adults sharing and includes breakfast, any extras included within any special offers will be clearly detailed on your booking confirmation.

Cancellations

- For standard reservations if you let us know in writing 8 days or more before check-in, there will be no charge. If you wish to cancel your booking we must receive notice in writing to our email address reception@mounthaven.co.uk
- We strongly recommend that you take out private travel insurance for your holiday to protect you from unforeseen circumstances that may result in cancellation charges.

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Eating With Us

For guests staying on a dinner, bed and breakfast basis your allocated allowance is for use towards food in our restaurant (excluding drinks).

- There are no refunds or discounts for meals not taken by guests.
- A table will be reserved in the restaurant at the time of booking, it is advised to specify a preferred time for the meal, to avoid disappointment as the restaurant can get busy.
- Only food and drinks purchased from the Mount Haven can be consumed on the premises.

Travelling with Children

We ask all our guests to notify us at the time of booking if they require an extra bed so we can advise if we have a suitable room available. Additional charges are as follows:

- 3-12 years £32.50 per night - includes breakfast
- Children over 12 years of age must be accommodated in their own bed. Our z-beds are not suitable for children over 12 years of age.

Dogs

Not all our rooms are dog-friendly if you're planning to bring your dog you must let us know at the time of booking. If you are travelling with your pet please take the time to read the below conditions:

- There is an additional cost of £15 per dog per night. Maximum 2 dogs per room.
- Well behaved dogs are welcome in the Terrace Bar please let the team know if you're booking a table with your dog, unfortunately we are unable to allow dogs in the main restaurant.
- We ask that dogs are always kept on a lead in public areas
- Dogs must not be allowed on the furniture including the bed.
- All owners are liable for any damage or complaints that arise as a result of your dog, and any additional cleaning costs that may occur due to damage.
- We reserve the right to ask any dog to be removed from the property at any time.

Car Parking

We offer free car parking for our guests; we allocate 1 car space per room booked. We cannot accept any liability for theft or damage to vehicles.

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Smoking

Smoking is strictly forbidden in all bedrooms. A penalty of £150 will be charged if this is not adhered to. If you wish to smoke, please ask the staff in the Terrace Bar who will direct you to our smoking area.

Damages, Loses & Complaints

Guests will be liable for any loss, damage or complaint that may be caused at The Mount Haven due to your booking with us. This includes any amenities in the room that are not complimentary.