

Terms & Conditions

Deposits

To reserve a room we require the cost of the first nights stay.

Check in and Departure

Guests are requested to vacate rooms by 10.30am on morning of departure. Check in is from 4pm however earlier check in should not usually be a problem.

Food and drink

Guests are welcome to consume their own food and drink. We kindly request that food is consumed in the guest lounge or dining room and not in the bedrooms. We will happily provide tableware and condiments.

Payment

Payment of final accounts and deposits are acceptable by cash, by cheque accompanied by a valid cheque guarantee card or by debit card. Any payment by credit card will be subject to a surcharge of 2%.

Non Smoking

Smoking is not permitted within any part of the building whatsoever.

Please note that any offending guests will be asked to leave immediately and will be liable for professional cleaning of the rooms effected

and outstanding balance for nights booked but not taken through early departure plus an additional £200 as the room will not be lettable for at least 4 days. All rooms are protected by smoke or heat detectors (smoke detectors in all bedrooms). Guests are welcome to smoke in the outside areas however we ask guests to pay particular attention and care in the Astroturf area and to use the ashtrays provided!

Cancellation Policy

In the event of any cancellation, or part cancellation, or failure to arrive by any or all of the guests, on the agreed date, for whatever reason, a cancellation charge will be levied.

To amend or Cancel Your Booking, call or e-mail Castaways. If you amend Your Booking within 48 hours of the scheduled check-in time of the date of arrival, and as a result You cancel any room nights with less than 48 hours notice a charge equivalent to the cost of one night's accommodation (or Service) will be levied. Castaways will endeavor to re-let the accommodation for the period of the cancellation but for any part of the cancelled visit that is not re-let the charge of one nights stay will be levied.

Faults & Complaints

Any faults or complaints must be reported to the management at the time of the occurrence. Any complaints received after the event will not be accepted.

In the event of any major failure of any equipment, property or utilities, this will be dealt with as speedily as possible. The management cannot be held responsible for any inconvenience caused. All equipment and property is maintained on a regular basis.

Liability

Other than for death or personal injury caused by Our negligence or misrepresentation, Our total liability to You is limited to the price of the Booking and to the fullest extent permitted by law all

warranties are excluded and in no circumstances will We be responsible for any indirect or special damages.

We will not be liable for failure to perform to the extent that the failure is caused by any factor beyond Our reasonable control. You are responsible for any damage or loss caused to Us or our Our property by Your act, omission, default or neglect and You agree to indemnify Us and to pay Us on demand the amount reasonably required to make good or remedy any such damage or loss.

Events Beyond our Reasonable Control: We shall not be in breach of these terms, nor liable for any failure to perform any of our obligations in relation to your Booking (such as the provision of room(s) and/or other products and/or services and/or extras) due to any adverse event, act, omission or accident which happens which is beyond our reasonable control including, but not limited to, flood, earthquake, extreme adverse weather conditions, natural disasters, other acts of God, acts of terrorism, interruption or fire or failure of electric power, gas, water, or other utility service, plant machinery, computers, vehicles or any collapse of building structures.

Third Party Rights: A party which is not a party to our Contract shall have no right to enforce any term under the Contracts (Rights of Third Parties) Act 1999.

Law: These terms are governed by the laws of England and Wales

Termination Policy

Castaways reserves the right, at its discretion, to terminate, without notice, an individuals or partys stay where deemed necessary through unacceptable behavior or as a result of actions which are likely to endanger or offend others (Please note that non compliance of our strict **non smoking** policy would constitute termination) In such circumstances any outstanding account must be settled, no refunds will be made.

Parking

The management can not accept any liability for loss or damage caused to any vehicle or it's contents.

Effective Date

These terms and conditions supersede all others and are effective from 22nd October 2012. Castaways reserves the right to amend these terms and conditions without notice.