



General Policy/Terms and Conditions of Sunnyside Guest House

All guests, by making a booking agree to these terms and conditions and agree to be personally liable for all amounts arising from their stay.

Minimum length of stay:

A minimum stay of 2 nights, we do not accept single night bookings.

Children:

Sunnyside Guest House is an adult only property, and all guests must be over 18 years old.

Group Bookings:

Sunnyside Guest House does not accept bookings for stag/hen/party groups.

Pets and Service Dogs:

We do not accept pets but assistance dogs are welcomed by prior arrangement.

Noise:

Sunnyside Guest House has "Quiet Time" between 11pm and 7am. We ask our guests to be respectful of other between those hours.

Smoking and Vaping:

The guest house is totally non-smoking and non-vaping throughout. Any guest smoking within the building will be asked to leave immediately and settle all outstanding costs for their stay. The guest house reserves the right to recover all costs as a result of smoking including but not exclusively, cleaning, replacement furnishings, fixtures and fittings and loss of revenue.

Parking:

Sunnyside Guest House has parking available on-site for a limited number of vehicles. These spaces are provided on a first come first served basis and spaces cannot be reserved nor guaranteed during your stay. Guests accept that cars are parked entirely at their own risk and the guest house cannot accept any responsibility for damage, theft of vehicles nor their contents whilst parked on the guest house car park. If you are unable to park onsite free street parking is available outside of the guest house.

Access Statement:

If you have any special needs or disabilities, please read our access statement. If you have any concerns or questions, please contact us before making a booking to ensure we can meet your requirements.

Check in and Out Times:

Check in at any time between 4pm and 7pm on the day of arrival. Once checked in guests are issued with a front door key and have access to the property at all times. If you are unable to arrive within these times, please inform us as soon as possible. Check out is before 10:30am on the morning of departure.

Deposit:

A non-refundable deposit of £20 per room will be required at time of booking and we ask for credit or debit card details to secure your reservation, these details will be stored digitally.

Payment:

All bookings are required to be paid in full seven (7) days in advance of your arrival. We will take payment via the card details provided at the time of booking unless a different payment method has been agreed.

Cancellation Policy:

We hope that you do not need to cancel your reservation but in the event of a cancellation being made the following terms apply: -

Up to eight (8) days prior to the day of your arrival – Your reservation will be cancelled without additional charges.

Seven (7) days or less prior to the day of your arrival the total value of the booking will be charged.

If we are able to relet your room in part or in full a refund of the appropriate amount will be provided.

If a Pre-Payable, Non-refundable Rate has been booked we are sorry but there is no refund and no option to amend the dates of the stay.

Insurance:

We understand that it is sometimes unavoidable to cancel or amend your reservation and therefore for your peace of mind we strongly recommend that you take out holiday insurance.

Damages:

We reserve the right to charge for any damages caused. This includes breakages, spillages, stains, damage to furniture or fixtures and fittings. Any accidental damages should be reported as soon as possible in order to minimise damage and associated costs.

Lost keys and fobs will incur a replacement charge of £25.00.

Lost Property:

Any property, if discovered and found, left behind by guests during a stay will be held for a period of 1 month. While we will make our best efforts to reunite lost property with their owners we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belongings before checking-out. We may offer to post lost items via recorded delivery at your cost, otherwise collection can be arranged.

Liability:

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves.

Your Personal Details & Privacy:

We are required to keep a register of guests over the age of 16 who stay with us, this includes full names and nationality, and/or passport numbers, place of issue, details of next destination if they are non-British, Irish or Commonwealth guests. This is in accordance with the (Immigration (Hotel records) Order 1972). These records are kept for a minimum of 12 months and in accordance with the DPA (Data Protection Act 1998) and the GDPR (General Data Protection Regulation).

Our policy surrounding the personal details you provide as part of any booking or enquiry through this website / or third-party website, including the privacy of those details are explained and set out in our Privacy Policy.

Termination Policy:

We reserve the right, at our discretion, to terminate, without notice, an individual's stay where deemed necessary through unacceptable behaviour or as a result of actions which we believe is likely to endanger or offend others (Please note that noncompliance of our no-smoking policy may constitute termination). In such circumstances any outstanding account must be settled, no refunds will be made.

Wi-fi Service and our Fair & Appropriate Usage Policy:

Sunnyside Guest House does not guarantee the availability of the Wi-fi service nor the speed nor the compatibility with your equipment or any software you use.

We provide Wi-fi Internet access throughout the guest house, guests accept to use this access to the Internet fairly and appropriately. We may monitor network performance and user usage in order to maintain a fair and high level of service to all our guests.

The Internet access provided is intended for general use such as access to the world wide web, email, messaging, social media. It is not intended or ideally suited for heavy media streaming, online gaming, extensive downloads / uploads. Access to illegal activity or use of our network for illegal activity is prohibited and will be reported to local authorities.