

# LORNE HOUSE

## Boutique Bed & Breakfast

### Booking Conditions Summary

- Check in: 4.00 p.m.– 7.30 p.m. Arrivals at other times by arrangement only.
  - Check out: by 11.00 a.m.
  - Breakfast: 7.30 a.m. –9.30 a.m.
  - Smoking: Lorne House is a non-smoking establishment.
  - Children: Lorne House is a family-friendly establishment.
  - Pets: Lorne House does not allow pets.
  - Parking: one parking space is available per room, with additional parking over the road.
  - Cancellations: must be made by 4.00 p.m. two days prior to arrival. Cancellations of less than 7 days' notice will be charged.
- For more comprehensive booking conditions, please see below.

### Reservations

- You can book online via our website, by email or by telephone (should you reach our answer machine, please leave a message and we will return your call as soon as we can).
- Once booked, we will send a confirmation email.
- On making a booking we take credit/debit card details to secure your reservation. We do not take payment until your stay.

### Cancellations

- If cancellations are received by 4.00 p.m., 7 days prior to arrival date, there is no charge.
- If cancellations are received less than 7 days prior to arrival, the first night of the booking will be charged.
- No-shows will be charged for the first night.
- The person making the booking will be responsible for any moneys due, for non-arrival, or for damage during your stay, so please let us know as soon as possible if you wish to cancel your reservation. If you cancel, we will send you a confirmation email.

### Check in

- **Check in** is between **4.00 p.m. and 7.30 p.m.**
- Arrival outside of these hours is by special arrangement only – please call us to discuss your requirements.
- We are happy to store your luggage for you in a secure place before you check in or after you have checked out.
- During your stay at Lorne House, you are free to come and go as you wish and you will be provided with a key to the house.

### Check out

- **Check out** by **11.00 a.m.**
- Please see us before you go in order to pay your bill and hand in your key.
- Any lost keys will be charged at £25.
- Invoices are available on request.

### Car Parking

- **Car parking** is available on site, but please note there are only enough spaces for **one space per room**.
- Additional parking is available across the road.
- Lorne House parking is **not** suitable for large commercial vehicles, vans or trailers.

### Children

- We are a family-friendly B&B and love children, but do please bear in mind that there are other guests staying.
- A high chair and travel cot are available on request.
- We also have waterproof mattress covers for beds, so please ask if you need one.

### **Noise**

- We hope that you have a great experience staying with us at Lorne House and enjoy all that the area has to offer.
- We would ask that you respect other guests' enjoyment; if you are leaving early or coming in late at night, please be as quiet as possible.

### **Damage**

- If you have an accident or something is damaged in the room, please tell us as soon as possible so that we can clean or replace.
- Charges will be made for any serious damage or for anything removed from the room.