

Bloreng House Terms & Conditions

The following terms and conditions detailed below apply to all bookings whether made online, by telephone or in person. You accept these conditions yourself and on behalf of all members of your party whether you are booking as a guest or on behalf of others.

Together with the Cancellation Policy and our confirmation email contain the entire agreement between us and you relating to the Booking and shall supersede any previous agreements, arrangements or discussions between the two parties, whether oral or in writing.

Reservations

Bookings can be made either over the phone, online or in person with us. At the time of booking, credit/debit card details must be provided, including the three digit security code. We reserve the right to cancel any booking made without notice, if card details have not been provided. Please note that we are unable to accept bookings on a provisional basis; accommodation is offered on a first come, first served basis. All rates featured on the Bloreng House Website or quoted by telephone or otherwise are offered subject to availability.

All guest names and contact details, i.e. postal address, telephone numbers and email addresses are required at the time of booking.

Restrictions may apply throughout the year regarding minimum night stays; you will be advised of these at the time of booking where applicable. We reserve the right to refuse any booking at any time.

Only reservations made directly with the hotel are guaranteed, once you have received confirmation in writing. If anything in your booking confirmation is incorrect you should contact us immediately. However, we regret we cannot accept any liability if we are not notified of any inaccuracy in the documentation. If you choose to book a room online with an agent, your room is not guaranteed until we receive your booking.

You may not transfer your booking or any rights and responsibilities under these terms and conditions to any other person, without prior written consent.

Cancellation Policy

Individual bookings can be cancelled up to 48 hours prior to 1300 hours on your arrival date without penalty. If a booking is cancelled within 48 hours of 1pm on the date of arrival, then a charge equal to the first night of the stay will be made. In the event of a no show or booking reduction after the arrival date, the full cost of the booking is charged. Please note that we will only accept cancellations in writing via fax, email or letter. We do not accept verbal cancellations.

Bloreng House reserves the right to treat an early departure or reduction in the number of nights' accommodation booked as a cancellation and rooms or apartments may be re-let and cancellation charges will apply. If you fail to arrive by midday on the day after the Arrival Date, and you do not advise Bloreng House of your anticipated late arrival, we may treat the booking as a no show by you and we shall be under no obligation to refund you.

Payment

You will be asked to guarantee your booking with a debit or credit card including your 3 digit security code. We accept MasterCard, Maestro, Visa & Visa Delta. Please note we do not accept American Express. Please note that credit/debit card details will still need to be provided at the time of booking even if you will be paying in cash.

When a room is booked on an advanced purchase rate, you are required to pay for this room at the time of booking. If pre-payment is not required, then payment is due in full on departure from the hotel unless previously advised. All card payment details used for reservations will require pre-authorisation with a credit card to cover incidentals and additional charges during your stay.

****If you use a debit card, the money will be deducted from your bank account and released within 7 working days**.**

Arrival and Departure

Check in is from 1pm and check out is by 10:30am on the morning of departure unless by prior arrangement with the management of Bloreng House. You must advise the management if you are likely to check in after 11.00 pm. Early arrival or late departure may be available for an additional charge (and must be agreed beforehand with the management of Bloreng Guest House) but cannot be guaranteed unless booked from the night before arrival or for the night after departure.

Please note that late check outs after 12pm will be subject to an additional charge.

Your Accommodation

We cannot guarantee or allocate an exact room or apartment number prior to arrival.

The maximum number of permitted guests in any accommodation type is determined by the number of beds in the room or apartment. If the maximum number is exceeded then we may refuse access to the accommodation and/or reserve the right to charge for additional accommodation.

Apartment or bedroom keys can be collected at reception on your arrival. In the unlikely event that the reception is closed, you will be given instructions on how to collect your keys once you arrive.

Bedrooms are cleaned on a daily basis, and the apartments are cleaned on a weekly basis. The day your apartment cleaning is scheduled will be advised on arrival. Housekeeping includes linen/towel changes and general cleaning.

Routine maintenance is carried out regularly by our Management team; however, occasionally we may need to access to your apartment to carry out essential maintenance. We will normally give you 24 hours' notice except in the event of an emergency when we require immediate access.

Interruption to services: We will make every effort to ensure that guests enjoy a peaceful stay, however, we cannot guarantee or be held responsible for any failure or interruption of services to the apartment or the building, including electricity, water or any damage to telephone, broadband/ internet and other communications, including disruption or noise caused as a result of repair works being carried out in another part of the property. Where we are made aware of such failure or interruption we will endeavour to rectify such services within a reasonable period of time at the property, and will use reasonable endeavours to ensure any preferred supplier is made aware of, and rectifies, such problems within a reasonable period.

Car parking is available subject to availability. Car parking charges may apply. Your room booking does not guarantee a parking space and if you find the car park is full, you will be given directions to the nearest alternative site. Parking your car is entirely at your own risk and we cannot accept any responsibility whatsoever for theft or damage to your vehicle or other property howsoever caused.

We will do our utmost to do everything we can to help guests with special requirements and certain requests. Please ensure we are made aware in writing, of any special requirements at time of booking so we can help meet your needs. Although we will endeavour to meet any reasonable requests, no guarantees can be given that any request will be met. Conditional bookings cannot be accepted i.e. any booking which is specified to be conditional on the fulfilment of a particular request.

Group Bookings and Extended Stays

We consider a group reservation to involve 7 or more rooms being booked for any one night. In this event, Bloreng House reserves the right to charge an initial 20% non-refundable deposit to guarantee the booking. You will then be advised by management when the remainder balance will be due, this will usually take place 14 days prior to the arrival date. We consider an extended stay to be that of 7 nights or longer. Again, a 20% initial, non-refundable deposit may be required to secure the booking in this case, with the remaining balance being paid up front 14 days prior to the arrival date. Other special conditions may also apply in both of these cases. Cancellation charges and payment terms may differ under these circumstances, and will be advised at the time of booking.

If the guest cancels or the balance of payment is not paid on time, the booking deposit cannot be refunded. The deposit is non-refundable.

Extensions

If you wish to extend a stay please give as much notice as possible in order to facilitate your request. All extensions are subject to availability and rate change.

Where notice to extend a stay has been given, we reserve the right to take all additional payments and charges from any credit/debit card used to make the original booking, or an invoice for the extended period will be sent to your billing address and payment must be made by return.

Pricing

All rates quoted are per room per night, are subject to availability and include Value Added Tax (VAT) & Services. Special rates quoted cannot be used in conjunction with any other discount, offer or promotion.

The rates we advertise are to the best of our knowledge correct at the date of publication. We do however reserve the right to change any rates at any point of time depending on demand, seasonal variations and the number of people being accommodated. Prior to the booking being confirmed, rates quoted are based on the rates prevailing at the time but are subject to change. Once

a booking has been confirmed we will not change the rate quoted unless you amend the booking or our cost of supplying the accommodation changes as a result of tax changes or currency fluctuations beyond our control. We will notify you of any rate changes that occur after the time of your booking. VAT is charged at the rate in force at the time of booking.

Changes by Us

We do not expect to have to make any changes to your booking however occasionally bookings have to be changed or cancelled or errors in information or other details corrected and we reserve the right to do so. If this does happen, we will contact you by telephone or email where reasonably possible. If a change has to be made or your booking has to be cancelled we will, if possible, offer you an alternative accommodation of similar type and standard in a similar location for the same period. If the alternative apartment is advertised at a lower price, you will receive a refund for the price difference. However if the alternative apartment is at a higher price the new price will be payable. If you do not wish to accept a change or any alternative apartment offered or we cannot offer you suitable alternative accommodation, you may be entitled to cancel your booking and receive a refund unless this is the result of an Event beyond our control (flood, fire, explosion or accident). You should tell us as soon as possible whether you wish to accept any change or alternative accommodation offered or alternatively if you want a refund.

Guest Responsibility

Guests are expected to comply with any regulations for use of the accommodation at the property. If any guest breaches any of these conditions or the regulations, we reserve the right to request a guest vacate their accommodation immediately without refund.

Cleanliness: We expect the apartments to be left in a reasonable state of cleanliness and order on departure. An additional charge will be made for extra cleaning or specialist cleaning to return the apartment to a fit state for occupation. Additional charges may include compensation for loss of revenue in addition to cleaning and repairs.

Smoking: Smoking is not permitted in any apartment or apartment building. Specialist treatment charges where smoking has occurred will be charged to the guest in such an event.

Pets: Pets are only allowed to stay with their owners with the prior approval of the management at Blorenge House. There will be a £10.00 charge per pet/per night to accommodate any pets during the guest's stay. We do not however take responsibility for their safety during their stay with us. Please ensure that pets remain out of the dining room at all times. Pets must never be left unattended in the room or anywhere in the property. The guest is liable to any damage caused by their pets, and is responsible for their behaviour on the premises. Blorenge House reserves the right to refuse or end the stay of a pet if it is aggressive or a nuisance to other guests.

Nuisance: Guests are required to behave in a responsible manner, respect the hotel accommodation and their fellow guests and keep noise to a minimum between the hours of 10pm and 7am. This includes causing any sort of nuisance or disruption to fellow guests or using threatening or abusive behaviour towards a member of staff on the phone, in writing or in person. Guests are not permitted to use the property for any illegal or immoral purposes.

Age Restrictions: In order to ensure our guests enjoy a stay free from disturbance, at Blorenge House, non-corporate bookings may not be accepted from any paying guests under the age of 25. Proof of identification and date of birth may be requested on arrival and if not presented on request, we reserve the right to cancel the booking.

Visitors: Guests are responsible for their visitors. Non-residents will not be allowed access into the building after 11pm and we operate a strict no party policy.

Security: Guests will be provided with a set of keys to access the property and your accommodation. Additional sets can be provided on request. It is your responsibility to ensure you are in possession of these at all times and that they are returned at the end of your stay. An additional charge will apply for lost or taken keys.

Damage: Guests are required to keep the accommodation, furniture, fittings and effects in the same condition as on arrival. You are required to notify us of any damage, loss or broken items or matters requiring general maintenance. Any damage to the apartment will be charged in full. In the event that these are discovered after departure we will notify you or the booker within 7 days of departure with full details and where possible provide photographic evidence.

Lost Property: All your possessions should be removed from the apartment on the date of departure. We will use reasonable endeavours to retain any lost items for up to 3 months after your departure date. Email: enquiries@blorengehouse.co.uk for enquiries relating to lost items.

Storage: Storage of luggage over a prolonged period may be provided at an additional charge agreed with the management, although Blorenge House cannot be held responsible for any loss or damage to guests' personal belongings.

Payment of Additional Charges

Valid credit/debit card details must be supplied at the time of booking and/or upon arrival to cover incidentals and “additional charges”.

These charges will be deducted from any Security Deposit held or from a debit/credit card supplied and any balance on the security deposit will be refunded. A written statement of the “additional charges” will be sent to you. In the event that payment under a debit/credit card is declined, or no card details are provided, we reserve the right to invoice the booker or guest direct for these charges and pass on the debt payment to a debt collection agency if necessary.

We reserve the right to take a Security Deposit to cover “additional charges”, including breakages, damages, extra cleaning and further accommodation charges incurred during your stay. This may apply to your booking, and you will be advised when the fee will be taken. This may be payable at the time of booking, or upon arrival at the apartment. You are responsible for any damage or loss caused to the Premises' property by your act, omission, default or neglect and you agree to indemnify the Hotel and to pay on demand the amount reasonably required to make good or remedy any such damage or loss. We reserve the right to charge the card details provided at the time of booking for any damage to the property if no deposit had been paid in advance. We also reserve the right to pass on any outstanding payments to debt collections agencies to resolve the collection of payment to cover any additional charges.

Additional Charges

As a guide additional charges include, but is not limited to the following:

Breakages, loss or damage - Accommodation should be left clean and in the same good condition as they were found upon arrival. Any breakages should be reported and we reserve the right to charge for any non-trivial damage.

Cleaning - Specialist treatment charges where more than routine cleaning is required or smoking has occurred - £60.00.

Lost keys – If keys are taken from the property upon departure, or lost during your stay with us, a fee of £25.00 will be charged to cover replacement costs.

Excessive apartment energy usage - 4 cubic meters of gas per 24hour period is included in the overall price, which is sufficient for your heating and hot water. However if this is exceeded a cost of 5p per kilowatt hour will be added to the price of the apartment at the end of your stay. Excessive electricity used will be charged at 12p per Kwh.

Outstanding Bills – Outstanding bar bills or charges for use of the facilities which are outstanding and not settled at the time of check out will be debited retrospectively from your account details that were used to make the booking, or will be invoiced to you.

Extra accommodation - Additional foldaway beds, cots or extra linen may be subject to £10.00 fee per item. Please arrange this at the time of booking.

Late Check-Outs – A charge of half the nightly room rate will be due for a late check out after 12pm for any time up until 3pm. The full nightly room rate will be charged for any late check outs after 3pm on the day of departure.

Pets – A nightly charge of £10.00 will apply for the stay of each pet. This must be approved by the management in advance.

Luggage Storage – Luggage can be put in storage on the premises over a period of time at a cost of £3.00 per day.

Laundry – Use of the laundry and dry cleaning facilities can be provided upon request at an additional charge of £5.00 per session.

Insurance

We are not responsible for the theft and/or damage of your personal belongings during your stay in any accommodation booked, or anywhere on the premises, including the car park and garden area. Therefore you are advised to ensure you have appropriate insurances in place. In addition you are advised to ensure you have appropriate travel insurance to cover cancellation and medical expenses.

Limitation of Liability

The use of accommodation and gardens is entirely at the guest's own risk and no responsibility can be accepted for injury, loss or damage to the guest or the guest's companions or party.

Bloreng House does not have a specific luggage room. Subject to availability, you can leave, at your sole risk as to loss or damage from any cause, your luggage with reception. Under no circumstances must any valuables (e.g. jewellery, passport, money, laptops, tablets, phones) be left in/with your luggage.

We do not provide a babysitting or baby listening service. Members of staff are not permitted to babysit guests' children at any time. You are advised not to leave children in your room unattended, and they must be kept under supervision at all times.

Bloreng House will not be liable for failure to perform to the extent that the failure is caused by any factor beyond its reasonable control. The management cannot accept responsibility or pay any compensation where the performance or prompt performance of the contract is prevented or affected by reason of circumstances which amount to "force majeure". Circumstances amounting to "force majeure" include any event which we could not, even with all due care, foresee or avoid. Such circumstances include the destruction or damage of your accommodation (which cannot reasonably be remedied to a satisfactory standard before the start of your stay) through fire, flood, explosion, storm or other weather damage, break-in, criminal damage, riots or civil strife, industrial action, natural or nuclear disaster, fire, adverse weather conditions, war or threat of war, actual or threatened terrorist activity, epidemic and all similar situations beyond our control.

Website Information

Reasonable care has been taken to ensure that the content of our website (and/or other means of promotion or advertising) is correct but it is subject to amendment at any time without notice. All content on our website is published in good faith but you acknowledge that we cannot check or guarantee the accuracy of all information provided on our website, and other third party websites or online travel agents. Given the above factors, we do not warrant that any of the content on our website (and/or other means of promotion or advertising) accurately or completely describes any type of accommodation. Our website may link to other websites and we are not responsible for the data policies, content or security of these linked websites.

Our website (and/or other means of promotion or advertising) will only have a general representation of the accommodation shown. Actual apartment size, design, fixtures, furnishings and facilities may vary.

Internet Access

Internet Access: The internet is wireless based and can usually be accessed anywhere on the premises. At peak times the bandwidth available for connection to the Internet may be under pressure due to the number of people connecting to the Internet, both internally and externally. Although we will do our utmost to ensure your online accessibility in the form of help and support, Bloreng House will not be held responsible if you cannot access the internet at any given time.

Data Privacy

We are committed to protecting the privacy and confidentiality of our customers. We have taken appropriate measures to ensure that your personal information is not unlawfully processed. Bloreng House uses industry standard practices to safeguard the confidentiality of your personal identifiable information. We treat data as an asset that must be protected against loss and unauthorized access. However, no information transferred over the Internet or wireless network can be guaranteed to be completely secure.

Bloreng House respects the privacy of email accounts and we store your email addresses in a secure manner. Your personal details will not be sold or passed on to a third party. We may use your contact details to tell you about our services and accommodation including special offers that we think may be of interest to you. If you do not want us to use your contact information please let us know by emailing us at enquiries@blorenghouse.co.uk. Telephone calls may be monitored and /or recorded as a security measure, to help us to train our staff and improve our service to you.

Health and Safety

The health and safety of all our guests is of paramount importance to all of our guests. On arrival you should familiarise yourself with the layout of the apartment and building and the health and safety procedures as detailed in your apartment. Fire regulations and procedures should also be acknowledged and adhered, information of which can be found in the guest information folders found in each apartment. Bloreng House is managed in accordance with local and national laws including health and safety.

Complaints

The Hotel attempts to deal with complaints as speedily as possible. In the unlikely event that you are dissatisfied with any aspect of your accommodation please notify the Bloreng House management as soon as possible in the first instance. If you do not give us the opportunity to remedy a problem during your stay, this may affect the final outcome of any complaint received. We aim to deliver the best possible customer service, but in the unlikely event that you are dissatisfied with our service, please contact us by

email to enquiries@blorengehouse.co.uk, write to Guest Services, Bloreng House, 57-59 Staplegrove Road, Taunton, Somerset, TA1 1DG, or you can call us on 01823 283005.

If any complaint cannot be resolved during your stay with us, you must write to us or email us with full details within 28 days of the end of your booking.

General

We reserve the right to change these conditions from time to time. If guests are in breach of any of these conditions, we reserve the right to request that guests vacate their apartment immediately. These conditions shall be governed by and construed in accordance with the laws of England and the Courts of England shall have exclusive jurisdiction in relation to any claim, dispute or difference concerning these conditions and any matter arising from them.