

Temporary changes to our Reservation Terms & Conditions

Due to the introduction of new protocols in respect of hosting Guests and our Bed & Breakfast we have had to introduce additions Terms & Conditions to reservations.

As we go forward we may vary these in accordance with updated Government and Best Practice guidelines for the safety of our guests, any staff we employ and ourselves.

We are sending this document to all guests making a reservation with us when we confirm your booking. We appreciate your co-operation and understanding.

Modified Terms & Conditions

- 1) The T&Cs on the reservation sent at the point of booking apply. They are visible to you before the reservation is placed and you have to “tick” a box to agree them
- 2) Any reservation that must be cancelled by you or us due to COVID-19 related conditions (lockdown, local or national, COVID infection, home country travel restriction) will be offered:
 - a) Free cancellation with a refund of any payments made
 - b) **OR**, the option to transfer the reservation to a future date and retain the original tariff
 - c) The only condition attached is that the reservation must have been made with us direct. Reservations made through any agent such as Booking.com, Expedia, Google Hotel Ads do not qualify due to the Terms and charges they apply to us at the time you book, which may be non-refundable to us
 - d) Your best option is to **BOOK DIRECT** on our own website, where you will also get the best price
- 3) If you have made your reservation via a booking agent as mentioned in c) above and wish to take advantage of our BOOK DIRECT preferential T&Cs you may of course consider cancelling the booking you have made (beware cancellation Terms) and then make the reservation direct with us
- 4) We may ask you to provide proof of reason for cancellation such as a copy of the email from your carrier cancelling your flight, ferry or train arrangement
- 5) We will not charge our normal non-refundable reservation fee when you book
- 6) Credit or Debit card details are required for all reservations
- 7) We may pre-authorise your Credit or Debit card for the full amount of your booking, usually around 6 or 7 days before you due Check In date
- 8) We are currently only accepting reservations of 2 nights or more. If you want to stay with us for only 1 night please contact us by email or telephone. There will be additional charge as we will need to close the room for an additional night. See our documents on Enhanced Housekeeping
- 9) For changes to our Check In and Check Out protocols please see the pages and documents on our website
- 10) For procedures in the event of presenting COVID-19 symptoms please see our website

Thank you. Full documentation is available to read or download on our website at <https://turlundy.co.uk>