

SOUTHERNHAY HOUSE

Made in Exeter

TERMS & CONDITIONS ON BOOKING

Unless otherwise stated, your credit card details are held as a guarantee against your booking. **No charge** will be made before your arrival **unless you cancel your booking after 3pm on the day before your arrival date**, or are a “no show” on your arrival date, when one night’s full tariff will be charged.

At certain times of peak demand, we may contact you for pre-payment of your tariff to confirm your booking on not more than 6 weeks’ notice. Payment in this case is nonrefundable unless we are able to resell your reservation.

If your booking is for a period of longer than 3 days, or you wish to make a group booking for more than 3 rooms, please contact us so that we can offer you a personalized quotation.

You will always get our best rates if you contact us direct!

In the room: you will find a good selection of freebies (coffee, tea, fudge, water, etc.)

Additionally, you have our “minibar trug” with local snacks, individually priced, should you feel peckish. Our REN luxury toiletries are yours to use in the room and, should you choose to take them home, will be charged as priced. We reserve the right to charge your card for any use of these products, and for any damage to the room during your stay.