

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” by midnight on your arrival date, when one night’s full tariff will be charged.

You may have the option of an **Advanced Purchase Rate** for future bookings at a preferential rate. In this case, the whole amount of the tariff will be payable on booking. This is non refundable.

At certain times of the year, if we have peak demand, we may contact you for pre-payment of your tariff to confirm your booking on not more than 1 month’s notice. You will always be offered the option to cancel with no penalty should we do so.

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 Advance Rate quotation.

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