

# 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:

- a) if you have booked at our normal flexible rate, one night’s tariff will be charged;
- b) if you have booked a special offer, the entirety of the offer tariff will be charged.

At certain times of peak demand, we may contact you for pre-payment of your tariff to confirm your booking. 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, we will require a £50 non refundable deposit per room night to secure your booking.

Southernhay House is “no smoking” throughout. Should we need to deep clean your room for any reason, a charge of £200 will be applied.

Our REN luxury toiletries and sanitizer are yours to use in the room during your stay. Should you choose to take them home, you 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.