

# SOUTHERNHAY HOUSE

*Made in Exeter*

## TERMS & CONDITIONS ON BOOKING

Unless otherwise stated, your credit card details are held as a guarantee against your booking. You may cancel your booking free of any charge up to 3pm on the day before your arrival date. After this time, the first night's tariff will be charged in full and we reserve the right to release your reservation for resale.

At times of peak demand, we may require pre-payment of your tariff to confirm your booking. This will be made clear to you at time of booking. Payment in this case is non-refundable.

If your booking is for a period of longer than 3 days, or you wish to make a group booking (more than 3 rooms), we may require a £50 non-refundable deposit per room per night to confirm 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 sanitiser are yours to use freely in the room during your stay. Should you choose to take them home, you will be charged as priced. You will find an honesty "trug" minibar and a selection of books in the room, all for you to enjoy and/or take home at the prices shown. Please tell us which products you have eaten and/or taken with you so that we can add them to your account.

The card you confirm to us on arrival will be used to settle all additional costs billed to your room during your stay. We reserve the right to charge your card for any items taken but not declared and for any damage to the room or specialist cleaning needed as a consequence of your stay.