**Booking Policy of The Sleep-Inn Hare**

All guests, by making a booking agree to these terms and conditions and agree to be personally liable for all amounts arising from their stay.

**Minimum length of stay**

We accept single night bookings.

**Children**

We welcome children of all ages when accompanied by a parent or guardian over the age of 18 years old.

**Pets**

We do not accept pets.

**Smoking and Vaping**

The Sleep-Inn Hare is totally non-smoking and non-vaping throughout the property. There are designated outdoor smoking areas for you to use.

**Visitors**

Only the guests who have booked a room can access the property unless approved by the management. Failure to follow this policy may result in a fine equivalent to one nights accommodation.

**Parking**

The Sleep-Inn Hare has parking available on-site for one car per room. Guests accept that cars are parked entirely at their own risk and the management cannot accept any responsibility for damage, theft of vehicles nor their contents whilst parked in The Sleep-Inn Hare’s car park. If you are unable to park onsite free street parking is available outside of the guest house.

**Access Statement**

If you have any special needs or disabilities, please read our access statement. If you have any concerns or questions, please contact us before making a booking to ensure we can meet your requirements.

**Check in and Out Times**

Check in at any time between 4pm and 8pm on the day of arrival. Once checked in guests are issued with a front door key and have access to the property at all times. If you are unable to arrive within these times, please inform us as soon as possible. Check out is no later than 10:00am on the morning of departure, however a later check out may be arranged.

**Payment**

Due to these uncertain times, we want our guests to feel comfortable booking with us, to this end we allow our guests to pay on arrival if they wish.

**Cancellation Policy**

If the booking is cancelled less than 5 days before arrival then a charge equal to 50% of the stay will be made.

If the booking is cancelled less than 1 day before arrival then a charge equal to the full booking amount will be made.

**No-Show**

In the event of a no show or booking reduction (after arrival date) the full cost of the booking is charged.

**Insurance**

We understand that it is sometimes unavoidable to cancel or amend your reservation and therefore for your peace of mind we strongly recommend that you take out holiday insurance.

**Damages & Lost Property**

We reserve the right to charge for any damages caused. This includes breakages, spillages, stains, damage to furniture or fixtures and fittings. Any accidental damages should be reported as soon as possible in order to minimise damage and associated costs. Lost keys and fobs will incur a replacement charge of £50.00.

Any property, if discovered and found, left behind by guests during a stay will be held for a period of 1 month. While we will make our best efforts to reunite lost property with their owners, we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belongings before checking-out. We may offer to post lost items via recorded delivery at your cost, otherwise collection can be arranged.

**Liability**

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves.

**Your Personal Details & Privacy**

We are required to keep a register of guests over the age of 16 who stay with us, this includes full names and nationality, and/or passport numbers, place of issue, details of next destination if they are non-British, Irish or Commonwealth guests. This is in accordance with the (Immigration (Hotel records) Order 1972). These records are kept for a minimum of 12 months and in accordance with the DPA (Data Protection Act 1998) and the GDPR (General Data Protection Regulation).

Our policy surrounding the personal details you provide as part of any booking or enquiry through this website / or third-party website, including the privacy of those details are explained and set out in our Privacy Policy.

**Termination Policy**

We reserve the right, at our discretion, to terminate, without notice, an individual’s stay where deemed necessary through unacceptable behaviour or as a result of actions which we believe is likely to endanger or offend others (Please note that noncompliance of our no-smoking policy may constitute termination). In such circumstances any outstanding account must be settled, no refunds will be made.

**Wi-fi Service and our Fair & Appropriate Usage Policy**

The Sleep-Inn Hare does not guarantee the availability of the Wi-fi service nor the speed nor the compatibility with your equipment or any software you use.

We provide Wi-fi Internet access throughout the guest-house, guests accept to use this access to the Internet fairly and appropriately. We may monitor network performance and user usage in order to maintain a fair and high level of service to all our guests.

The Internet access provided is intended for general use such as access to the world wide web, email, messaging, social media. It is not intended or ideally suited for heavy media streaming, online gaming, extensive downloads / uploads. Access to illegal activity or use of our network for illegal activity is not prohibited and will be reported to local authorities.