

NANNY BROW – Booking Terms and Conditions

Reservations are generally accepted for any number of nights although bookings including a Friday and/or Saturday must be a minimum of 2 nights. Minimum night restrictions may also apply to Bank Holidays, the Festive Break and some online booking agents. Published offers cannot be used in conjunction with each other or with any other promotion or discount unless otherwise stated.

Pricing and Payment

All prices are quoted per room per night based on two people sharing a room. A discount of £15 is applicable to single occupancy of a double room at certain times. All standard bookings are confirmed by receipt of a deposit of £100 (GBP) with full payment on check out. We accept payment by cash, credit/debit card/AMEX. We not accept personal cheques. All prices are quoted in Pounds Sterling and include VAT at the current rate. It is important to read the specific terms and conditions for the reservation you have made as policies (including cancellation) differ.

Cancellations (if booked directly with Nanny Brow either by telephone or online via nannybrow.co.uk)

Standard bookings made are subject to these terms and conditions:

- If your booking is cancelled or modified up to 14 days before date of arrival, no fee will be charged.
- If your booking is cancelled or modified up to 7 days before date of arrival, 100 % of the first night will be charged.
- If your booking is cancelled or modified later or in case of no-show, the total price of the reservation will be charged.

Advance purchase bookings are made subject to these terms and conditions:

- With an 'Advanced Purchase' booking, all other booking Terms and Conditions are superseded by this booking type. This booking does not allow for any cancellations, changes or alterations of any type or for any reason. The full payment will be taken at the time of booking and is non-refundable.

Please note: Days are counted from midnight on the day of arrival.

We respectfully remind all guests that a reservation is a legally binding contract. We strongly advise you take out travel insurance to cover you for such an event.

Arrival and Departure

Rooms are available from 15.00hrs on the day of arrival with check in between 15.00 -19.00 hrs. If you require a late check-in, please call us in advance to see if this is possible. If you are delayed please give us a call. Please note, arrivals after 7pm may be refused entry and booking charged.

Departure time is 10.00am on your last day. Late check-outs may be arranged before departure for a charge of 25% of the nightly rate.

Children

We do not take children or infants under the age of 12 years old. Children over the age of 12 are welcome but we do not have the facility to put extra beds in rooms. We strongly suggest that 12 -16 year olds are not accommodated in a room by themselves for safety reasons and reserve the right to refuse accommodation in this instance.

In the instance where the whole of Nanny Brow is booked for a private function the owners (at their discretion) may permit children under the age of 12. There are separate Terms and conditions for whole house bookings.

Nanny Brow Pets

Nanny Brow has two dogs and a cat. The dogs wander freely, but they are not allowed in the guest rooms. The cat is an outdoor cat and we ask you don't encourage her in.

Please be advised that guest pets are not permitted at Nanny Brow. Guests arriving with pets will be turned away and the booking charged for.

Other Information

For the comfort of our guests, **ALL** bedrooms and public areas are totally non-smoking. Should you be found smoking on the premises we will levy a deep cleaning charge equivalent to at least 1 nights' accommodation, in addition to any accommodation charges already agreed, **AND** we will ask you to leave the property.

For the comfort of our guests, the eating of 'fast food' or 'takeaway meals' in any of our bedrooms or public areas is strictly prohibited. Should you be found to be consuming such foods on the premises we will levy a deep cleaning charge equivalent to at least 1 nights' accommodation in addition to any accommodation charges already agreed, **AND** we will ask you to leave the property.

Reasonable Usage

As Nanny Brow is an old property some sound does travel, and we ask that you respect the enjoyment of other guests. In extreme circumstances we reserve the right to terminate a booking for unacceptable conduct. We reserve the right to refuse bookings for large single sex groups; under 21's or Hen/Stag parties.

Liability

Other than for death or personal injury causes by our negligence or misrepresentation, our total liability to you is limited to the price of the booking and to the fullest extent permitted by law all warranties are excluded and in no circumstances will we be responsible for any indirect or special damages.

We will not be liable for failure to perform to the extent that failure is caused by any factor beyond our reasonable control. You are responsible for any damage or loss causes to us or our property by your act, omission, default or neglect and you agree to indemnify us and to pay us on demand the amount reasonably required to make good or remedy any such damage or loss.

Privacy

The information that we collect off you is for the processing/verifying of your booking or occasional notification of future offers. We will not give, sell or swap your details with any third-party companies. Our GDPR policy statement can be found on our website

All business and reservation correspondence should be directed to:

Nanny Brow, Clappersgate, Ambleside, Cumbria LA22 9NF