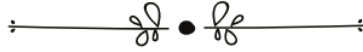


Cherwood Guesthouse



PAIGNTON, DEVON

General Terms & Conditions

1. Behaviour

If any guests show anti-social behaviour towards the owners or behaviour that is of a nuisance to other guests, they will be asked to leave the premises immediately. No refund of the booking costs or travel expenses will be made under these circumstances.

2. Breakfast

A sumptuous breakfast is served in the dining room every morning over 2 sittings, 8.00am & 9.00am.. If you wish to take breakfast before 8.00am, please let us know the evening before.

We are continuing to consider social distancing rules and to keep all of our guests safe, we provide breakfast over 2 sittings. We ask that you choose either our 1st sitting (8.00am) or 2nd sitting (9.00am). We kindly request that your choice is indicated on the display on the dining room door each evening. We ask that your pre-order form is also completed for each night of your stay and that this is left in the same location by 10pm the night before. A menu is included in your Guest Services Directory. We ask that you provide us with any dietary requirements when you book and in advance of your stay so that we can try our best to meet your needs.

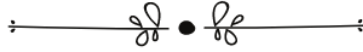
3. Check In/Out Times

To ensure we are home to welcome you, check in is between 3pm and 6pm and check out is by 10am. It may be possible to arrange a later check in, however, this is not guaranteed and is strictly by prior arrangement. Limited luggage storage may be available via prior arrangement, please ask us in advance of your departure.

4. Children

We accept children of all ages. For the purpose of accommodation, persons aged 17yrs + are considered as adults. However, none of our rooms can accommodate additional beds so please ensure you have reserved suitable accommodation for your stay. Travel cots with mattresses are available, but you are required to provide your own bedding.

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5. Damage

We reserve the right to charge for the replacement, cleaning or repair of any fabric, fixtures or fitting(s) belonging to the Cherwood Guesthouse, damaged either willfully or because reasonable precautions have not been taken. In this event your card used for payment will be charged without prior consent being required for the costs incurred. If we are unable to re-sell a bedroom due to damage, you may be liable for the costs associated.

6. Dogs

We are sorry that we do not accept dogs unless they are registered working assistance dogs. We do have our own friendly Border Collie on the premises who is only allowed in our living spaces but does like to meet our guests if allowed. We would ask you to advise us beforehand if you have an allergy to dogs or a dog phobia so that we can ensure we deal with your booking appropriately.

7. Fire Alarm Test

Our alarm is tested on Wednesday lunchtime, under normal circumstances, outside this time, please evacuate the building as per our procedure detailed on the back of your room door.

8. Food

We do not provide evening meals; however, we are spoilt in the area with the number of great restaurants covering all types of food and budget, many of which are within walking distance. We are happy to advise on these and book tables. We would always advise booking to avoid disappointment.

For health and hygiene purposes we **do not** permit food to be eaten in the guest bedrooms. Regrettably, takeaway food must be consumed outside of the premises please.

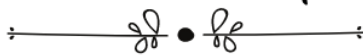
9. Footwear

We have provided a 'Boot Tray' in the foyer for your convenience. No mucky or wet boots/shoes are to be worn indoors as this can damage the carpets.

10. Free Cancellation

You can cancel free of charge up to fourteen days before check in.

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11. Housekeeping

We provide additional bin bags, toilet rolls, towels and top ups for your hospitality tray, so that you shouldn't need to ask for anything. If required, we will service your room between 10.00am - 12.00noon upon request.

12. Insurance

It is your responsibility to ensure that any travel insurance cover you have provides adequate cover for your needs and for the duration of your stay. If you need to cancel your booking, you may wish to contact your insurance provider so please ensure you have relevant cover in place.

13. Lost Keys

On check in, you will be issued with two keys, on a key ring, which open both your bedroom and the front door. Please ensure you keep these safe at all times and return them at the end of your stay on check out. Failure to do so or to return keys within 7 days will be subject to a lost key charge of £25 chargeable to your payment card.

14. Lost Property

Any lost property items will be disposed of at the end of the subsequent month of when you stayed with us. Should you wish an item to be returned to you, there will be a charge to cover packing, administration and postage. We will send any items by the cheapest method available, however it is your responsibility to contact us should you think you may have left an item behind. Should you require a particular courier or insurance level, please inform us. We hold no responsibility for the loss or damage of your item whilst in transit.

15. Medical Conditions

Please call us to advise if you or any member of your party has a medical problem, allergy or disability which may affect your/their stay, so that we can make provision for the particular need(s) of the person(s) concerned or advise you if we are unable to accommodate. If details are not provided to us at the time of booking, we reserve the right to cancel the booking should we be unable to make appropriate provision for a specific need or needs.

16. Outdoor Terrace

We have a small, terraced area at the front of the building which is ideal to enjoy a drink or read the paper (space is limited). We do not have a public garden area however, we are only a minute walk to the lovely green spaces in Victoria Park which has ample seating, duck ponds, plants and trees to enjoy.

Cherwood Guesthouse



PAIGNTON, DEVON

17. Parking

For guests arriving by car, we have been able to secure a dedicated car park space in the Victoria Car Park which is located minutes from our doorstep. The bay will be for you to reserve during your stay (if your requested dates are available) and is offered on a 1st come, 1st serve basis. The cost is £5.50 per day, payable in cash direct to the Cherwood upon your arrival. We do not accept liability for any loss, damage or theft to any vehicles whilst public parking. Should the bay already be reserved, you are also able to purchase daily tickets or you can apply in advance for a 3, 4 or 9 day pass for use in many **Torbay** car parks.

There is a 'loading' bay directly outside the Cherwood Guesthouse and we are happy to provide assistance to guests with their luggage. We do not accept any liability for any damage or loss to or from your vehicle and we are not responsible for any parking tickets that you might be issued.

The nearest alternative public car park if you do not wish to use the multi storey, is located a 3 minute walk away on the next street to us on Garfield Road, behind the 'Inn on the Green' pub. Charges apply.

18. Recycling

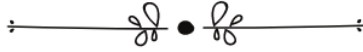
We take responsibility for our recycling and ask for your assistance in achieving this. A coloured waste bag is provided in your room so that you can easily segregate and dispose of any plastic or glass bottles and cans. Place these items in the bag provided, tie the handles and place inside (or outside of your room) and we will happily remove these on your behalf. Let's all do our bit for the planet....

19. Rooms

Each of our rooms are presented, furnished and decorated individually although the amenities are the same. Full room descriptions are available on our website. Maximum occupancy for each room must not exceed the number of guests on the original booking.

The keys provided must only be used by registered guests to enter the property. If you wish to bring outside guests into Cherwood Guesthouse to visit during the day, you must let us know as per fire regulations. Under no circumstances, can non-paying visitors remain on the premises after 5pm.

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20. Smoking

We operate a strict no-smoking policy throughout the guesthouse. Smoking is only permitted outside on the front terrace, where an ashtray is provided for your convenience. If the ashtray is not used, an extra charge may be levied for the cleaning up of cigarette butts.

It is against the law to smoke in a public building. If we deem there to be a smell of smoke after your departure which disrupts or affects future bookings, we will make a charge to compensate us for this. It is usual for us to charge a minimum of an amount equal to a further night's stay. This policy includes vaporizers and e cigarettes.

21. Toilets

Sanitary bags are provided next to all toilets to dispose of any items other than toilet paper. Please protect our plumbing system by only flushing disposable items.

22. Wireless Internet Access

Wireless internet access is provided free of charge throughout the guesthouse. The password is provided for you in your guest room.