



## **Accommodation at The Boathouse Ormesby Broad - Terms and Conditions**

Thank you for choosing to book with The Boathouse Ormesby Broad. We look forward to welcoming you. You may book to stay at The Boathouse via our online booking facility. If you prefer to book direct you can contact us on 01493 730342, or email [bookings@theboathouseormesbybroad.co.uk](mailto:bookings@theboathouseormesbybroad.co.uk).

### **Booking terms and conditions**

**Pets:** Sorry - pets are not permitted.

**Booking terms:** Bookings are made and a contract between 'You and Us' comes into effect when 'We' accept your 50% deposit and reservation request.

These Booking Terms apply to the business named above. We supply services in respect of the Booking ('You/Your'). These Booking Terms are governed by English law and apply to all Bookings except where 'We' agree in writing other terms. By making a Booking 'You' are deemed to accept these Booking Terms.

**Cancellation and Insurance:** Once you have booked your stay, our agreement is a legal contract and any deposit you may have paid is non-refundable if we cannot re-let the room/s. If you need to cancel please contact us immediately. For cancellations made up to 28 days before your booking you will not be liable for the remaining balance. For cancellations made after this time or by failing to take up the booking without cancelling you will be liable for the total amount. For this reason you may wish to take out cancellation insurance, which is inexpensive and can be obtained from any good broker.

**Non-availability:** We would only cancel your booking if your accommodation was unavailable for reasons beyond our control. We would attempt to offer you alternative accommodation, however if this was not possible, or unacceptable to you, then we would refund all monies paid by you. Our liability would not extend beyond this refund.

**Conditions of Stay:** We have some standard rules that are designed to ensure that we comply with regulations relating to matters such as fire, health and safety and to enhance the comfort and wellbeing of our guests. If you would like to check our conditions of safety please contact us.

We reserve the right to terminate 'Your' Booking immediately without being liable for any refund or compensation where 'You' engage in unacceptable behaviour that causes a disturbance or nuisance to other guests.

**Damages and Breakages:** You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. Please report these as soon as they occur. We do not normally charge for minor breakages, but we may send you an invoice for

repair or making good if the damage or breakage is significant, and we may make an additional charge of £50 if you did not report this.

**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 or our employees or contractors whilst acting in the course of employment.

**Data and privacy:** We are committed to protecting your privacy. Authorised employees at The Boathouse Ormesby Broad, on a need to know basis only may use information collected from individual customers. We constantly review our systems and data to ensure the best possible service to our customers.

Customer records are regarded as confidential and therefore will not be divulged to any third party, unless legally required to do so to the appropriate authorities. We will not sell, share, or rent your personal information to any third party or use your e-mail address for unsolicited mail. Please view our 'Privacy' policy for more information relating to the collection of data and cookies.

**Accessibility:** For those with mobility requirements we can supply you with a copy of our accessibility statement with more information on our facilities.

We look forward to welcoming you to The Boathouse Ormesby Broad.

© The Boathouse Ormesby. All Rights Reserved. October 2014.

Company number: 07883805

Registered address:  
54 Thorpe Road  
Norwich  
NR1 1RY

The Boathouse  
Eels Foot Road  
Ormesby St Michael  
Norfolk  
NR29 3LP

Telephone: 01493 749330

Email: [info@theboathouseormesbybroad.co.uk](mailto:info@theboathouseormesbybroad.co.uk)

Web: [www.theboathouseormsbybybroad.co.uk](http://www.theboathouseormsbybybroad.co.uk)