



Terms and Conditions Of Booking at the Dalgreine Guest House

Deposits and Cancellation Notice

1. We require credit/debit card details to secure your reservations. **ALL CARD DETAILS ARE HELD SECURELY.** Should you fail to take up your reservation without letting us know; a charge will be made against your card for the full amount of your booking.
2. Should it become necessary for you to cancel your reservations please let us know as soon as possible. If cancellation is given with less than 7 days notice then a charge of 1 night's accommodation per room (for stays of 4 nights or less) will be made against the card. For stays longer than 4 nights, a charge of 2 nights accommodation per room will be made. We strongly recommend that you take out travel/holiday cancellation insurance to cover you in such circumstances. **During 2020 and the Coronavirus we will not be charging any cancellation fees – this will be reviewed in Mar 2021 before the start of the next season.**
3. It is accepted that accidents can happen. Please let us know immediately of any damage or spillage, however caused, so that we can clean or make repairs. Failure to inform us will result in a charge being made against you for the damage subsequently found. Irreparable damage that causes a full replacement may also be charged.

Smoking, Drinking and Eating at Dalgreine

4. Smoking whilst inside a building is against the Law in the United Kingdom and anyone caught doing so, will be asked to leave and their deposit forfeited.
5. We are happy to provide glasses for anyone wishing to drink alcohol within their rooms; we ask that you consider your neighbours with regards to noise etc.
6. Anyone wishing to order a takeaway or bring cooked food into Dalgreine is welcome to do so however, we ask that you do not eat cooked food in your rooms or the guest lounge but instead make use of the dining room. We will be very happy to provide you with crockery and cutlery. Takeaway restaurant details are listed on our Things to Do section of the website.

Internet Usage

7. We would like to remind guests that the downloading of illegal material is prohibited. Additionally, we ask that guests do not live-stream whilst staying in the Guest House as this limits Internet use-age for everyone.

Pets and Children

8. Unfortunately, we do not accept pets at Dalgreine unless they are certified dogs for the blind or hearing dogs.
9. We do, however accept well-behaved children. Please note that we do not have family rooms or facilities for babies/young children and therefore we cannot accept families with children under the age of 5 years old. Families with children aged 5 and over should book additional rooms. We recommend that any children under the age of 12 do not stay in a room overnight on their own. Thank you for your co-operation it is very much appreciated.

John and Rhona Metcalfe