

## Terms and Conditions

### Terms of Booking and Booking Deposit

By placing a booking with us at Ballylickey House and Garden Chalets, you (the lead guest) and your booking party (guests) agree to the following terms and conditions as set-out.

All rates we quote are, of course, subject to availability and alternation. While every effort has been made to ensure the accuracy of all information, Ballylickey House and Garden Chalets cannot accept liability for any errors or omissions and we reserve the right to amend manifest error in the quoted or booked rates.

### Check-in & Check-out

Check-in: 15:00 and before 19:00 on day of arrival unless prior arrangements have been made

Check-out by: 12:00 on day of departure

### Cancellation, Returned Deposit & Non-Arrival Conditions

Guests who need to cancel a booking should contact us as soon as possible.

Deposits already paid are only returned in accordance with the following conditions:

Cancellation made 15 days or more in advance of arrival date = Full deposit refund

Cancellation made 14 days or less of arrival date = 50% of deposit refund

Cancellation made 72hrs or less of arrival date = Full payment of the room is expected

Non-arrival guests, who are unable to attend or fail to attend for whatever reason forfeit their deposit paid and the full amount of the booking will be due.

Guests who have decided to leave prior to their booking arrangements with us, will incur a cost of one night's stay

In the rare event we need to cancel your booking with us, please be aware that we cannot be held liable for circumstances beyond our control and that our liability to you is limited to the refund of any payment already made.

To secure any booking we require a deposit to be paid in advance, this deposit amount is 20% .

### During Your Stay

All guests agree to respect the privacy and peace of all other staying guests, neighbours and the owners at all times. We reserve the right to cancel a booking

with immediate effect if guests are not honouring this agreement or causing a disturbance / nuisance to other guests, neighbours or the owners.

### Damages & Lost Property

We reserve the right to charge the lead guest for any damages caused to the property. Lost keys will incur a replacement charge per key.

### Smoking

Smoking of any tobacco products is not permitted on the property and only allowed only allowed in designated outdoor areas

### Pets & Service Dogs

We do not accept pets throughout the accommodation, except for service dogs.

### Parking

Where on-site parking is provided guests accept that they park their vehicles at their own risk.

### Privacy Policy

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 which you can read.

### Children

Child rates apply to children 2-12 years when sharing with adults. Infants under 2 years stay free of charge. Cots are available on request but cannot be guaranteed. All children are to be supervised at all times during your stay, especially around the swimming pool area

If you have any questions about booking with us, please contact us before making a booking.