



HAPPINESS IS A PLACE

## Terms and Conditions

### Payment

All payments are handled by a third-party provider and security is firmly engineered into all platforms. This ensures that both our and your data remain safe, using credit card tokenisation. This means that no raw data sits in our property management systems.

Our restaurant and hotel systems utilise Stripe. Stripe has been audited by a PCI certified auditor and is certified to PCI Service Provider Level 1 – the most stringent level of certification available in the payments industry.

We do not accept cash payments, only credit card.

We do not accept American Express.

### Cancellation policy

#### Bedrooms

Bedroom bookings can be cancelled up to 72 hours prior to arrival for individual rooms, one week prior for bookings of two or more rooms. We can either transfer your booking to a future date at no charge (although rates may vary) or refund you in full. Refunds will be made to the card used to reserve the booking.

If cancelled later, your booking deposit will not be refunded, and for credit card guaranteed bookings you will be charged a cancellation fee equal to the total cost of your reservation.

If you need to cancel or amend your booking due to Covid-19 within this 72-hour period we will transfer your booking to another suitable date, either at the time of the cancellation or at a time which suits you, although rates may vary.

Any cancellations within this 72-hour period that are not as a direct result of Covid-19 will be charged in full.

If we are required to close the Gallivant for a period of time due to Covid-19 bookings will be transferred or cancelled at no charge.

We require full or part pre-payment at the time of booking, the exact policy will be clearly shown next to the displayed rate for the booking. It will clearly state what the rate includes. Any incidental charges you may incur will be payable on departure.



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### **Dining room**

Dining room bookings can be cancelled up to 24 hours prior to your arrival time. If cancelled later you will be charged a cancellation fee of £25 per person.

### **Experience classes**

Experience class bookings can be cancelled up to 24 hours prior to the start time of the class. If cancelled later you will be charged a cancellation fee of £10.

### **Spa treatments**

Treatments can be cancelled up to 24 hours prior to your treatment time. If cancelled later you will be charged the full treatment cost.

### **Special Events**

Special Events can be cancelled up to 1 week prior to the event start date. If cancelled later you will be charged in full.

### **Check-in and check-out**

We are a small team and need at least four hours in between guest stays to clean and tidy every room. As a consequence, our check-in and check-out times are inflexible but you are more than welcome to arrive early or leave late and enjoy lunch in the Dining room.

Check-in after 4pm.

Check-out before 11am.

### **Covid-19**

We are following and exceeding all government guidelines as they evolve, and our Leaders team are incredibly diligent at ensuring any new safety procedures are strictly maintained and adapted by all as needed. You can find our Covid-19 statement [here](#).

### **Dogs**

We welcome well behaved dogs in certain parts of The Gallivant but they must always be kept on a lead, including in the Coastal Garden, and never allowed onto any furniture. Dogs are not allowed into the Dining room, Cabin room or Snug at any time.

We charge £25 per stay for smaller dogs (Terriers, Beagles, Dachshunds) and £35 for larger dogs (Springers, Labradors, Poodles).

# *the Gallivant*

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Please note we are not able to accommodate large dogs (Great Danes, Dobermans, German Shepherds) or more than one dog per room. If in doubt, please ask at the time of booking to avoid embarrassment on arrival.

## **Damages**

If there is any damage or loss to your room, including any stains to any of the soft furnishings, we will charge the card used to reserve your booking either the full cost of repair/professional cleaning or replacement. Please note all rooms are inspected after check-out and any damage or loss to your room not reported will incur an additional £100 administration charge on top of the repair or replacement cost.

## **Smoking**

Smoking and e-vaping is not allowed anywhere within The Gallivant, including outside the main entrance and on the Terrace to the side of the Dining room.

Smoking is allowed in the Coastal Garden to the rear of the hotel. Guests failing to adhere to this policy will incur a £150 cleaning fee that will be charged to the card used to reserve the booking.

## **Children**

Our vision has always been to create a hideaway for grown-ups to escape to and we have become a destination for people wishing to find some peace and relaxation.

As we have got busier it has become increasingly evident that young children running around the house isn't consistent with this vision nor our mission to put smiles on our guests faces.

For that reason, we welcome everyone 16 or over.