



Bed & Breakfast - Terms of Booking & Guest Information

We don't like to be too strict and inflexible, but we do have a few conditions of booking and house rules to protect both you and ourselves and ensure you have an enjoyable stay, so here's the small print plus some useful information. If you need any clarification, then please don't hesitate to give us a call.

BOOKING

1. To secure your booking, a deposit of £30 per room per night is required within 3 working days of your reservation. This is subject to conditions should you need to cancel your stay (see below).
2. On receipt of your deposit, your booking is confirmed and the balance is payable whilst you are here. Should the deposit not be received within the specified period, we reserve the right to cancel your booking although we will advise you to that effect to avoid any confusion
3. If your booking is made less than 3 days before arrival, the full amount is payable during your stay.
4. Prices are detailed on our website www.westheathbarn.com.

PAYMENT

1. Payment can be made by cheque or electronic bank transfer (BACS)
2. Please make cheques payable to Gill Davies and send to West Heath Barn, Lynn Lane, Great Massingham, Norfolk, PE32 2HL.
3. For BACS payments, we will email bank details when we confirm your provisional booking.

CANCELLATION

1. Should you need to cancel, let us know as soon as possible whereupon your booking will be cancelled with immediate effect. If you cancel by phone, we will confirm this by email or text.
2. Your room deposit is non-refundable although we are happy to transfer that deposit to a booking on another date subject to availability.
3. If you cancel within 48 hours of arrival, or for whatever reason fail to arrive, we will unfortunately have to charge you the full rate for the first night of your booking unless we are able to re-let the room at late notice.
4. Should you wish to protect yourself against any cancellation charge, you may like to think about taking out appropriate insurance to cover for unforeseen events.

CHECK-IN & DEPARTURES

1. Your room will be available from 3pm on your day of arrival until 10:00 am on your day of departure (10.30am on Sundays). We do try and accommodate earlier arrival and later departure times where possible but we require that this is arranged in advance.
2. Please let us know if you intend to arrive late in the evening and supply us with a contact mobile number.

USEFUL INFORMATION

1. For stays of 2 or more days, we typically refresh your room between 11am and 1pm each day. Please let us know if you do not wish us to do this, or would like to schedule a specific time.
2. Breakfast is typically served between 7.30 & 9.30am at a time to suit you - we like to flex around your preferences where possible. As we cook your breakfast to order, we will agree a time the evening before.
3. West Heath Barn has a non-smoking policy in the bedrooms and dining room, although guests may smoke outside in the courtyard. Please note smoking includes use of vapours and e-cigarettes
4. Room capacity is as stated on the room details on our website. It is possible to accommodate a child or baby in all of our rooms by prior arrangement (we can provide a cot or z-bed). A small charge will be made to cover costs of additional linen, breakfast etc. Please discuss at time of booking.
5. We regret that we do not permit dogs in our B&B rooms although we have 2 self-catering cottages which are very petfriendly Short stays of 2+ days are available in the cottages – call us for more details.





**WEST HEATH
BARN**

Luxury Bed & Breakfast | Self-catering Cottages

E: info@westheathbarn.com | T: 01495 521748 or 07967 136960



- Please advise us of any allergies that we should bear in mind during your stay. We will happily accommodate vegetarian, vegan or gluten free diets at breakfast. Our bedding is non-allergenic. Please note that we do have our own dogs, although these are typically not around our guests, but let us know if you have a problem with this so we can ensure that our pooches are invisible to you.

THE LEGAL BIT

- We recognise that accidents do happen and trust our guests to report any loss or damage caused to the room or equipment and reimburse any costs incurred prior to departure.
- Loss of facilities due to events beyond our control (e.g. breakdown of domestic appliances, plumbing, wiring or damage from exceptional weather conditions) will be repaired as quickly as possible and we will do our utmost to minimise the inconvenience to guests in the interim.
- No liability is accepted for injury loss or damage to guests and/or their belongings, damage by or to any third party or for damage to any motor vehicle or its contents.
- If for any reason beyond our control (e.g. fire damage) the room is not available on the date booked, all payments made in advance will be refunded as full and final settlement

COMPLAINTS

If something is not to your satisfaction please tell us as soon as it becomes an issue. We really want you to enjoy your stay at West Heath Barn and would rather put things right while you are here than find out about it after you have left.

