**\*GREENTREES\***

**TERMS AND CONDITIONS**

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| **GENERAL –**We ask that advance bookings are confirmed by letter or email together with a deposit paid either by cheque made payable to *‘GREENTREES’* or Bacs transfers. Enquiries are dealt with within the maximum of 24 hours. We **do not** accept American Express. We do not take Debit/Credit card transactions. Payment can also be made in cash/personal cheques in pounds sterling. |
| The offer of accommodation is made subject to availability at the time of confirmation. Our room will be held until 7pm, unless prior arrangements have been made for a later arrival; please telephone ahead if it looks as though you will arrive later than 7pm.  |
| Room rates are provided on request which includes single occupancy rates. Greentrees is a NON SMOKING establishment.Breakfast times negotiated at check in. Greentrees are happy for guests to suggest a time that’s convenient for them.Standard Check-in time is from 4.00pm. Check out time is 10.00am for normal B&B bookings. Cruise guests check out when they leave for embarkation.Children are welcome, but must not be left unattended in the Guest House at anytime. |
| **GREENTREES CANCELLATION POLICY -**Once a booking has been confirmed any cancellation or amendments are subject to the following charges: - 1. More than three weeks prior to arrival you will lose your deposit. 2. Less than three weeks and more than 24 hours prior to arrival, first night’s B&B will be charged. 3. Less than 24 hours prior to arrival time you may be charged up to the full value of the booking. We would only cancel your booking if your accommodation was unavailable for reasons beyond our control. We would, however, attempt to offer you alternative accommodation. If this was not possible or unacceptable to you, then we would refund all monies paid by you for the holiday. Except in exceptional circumstances, our liability would not extend beyond this refund. |
| **GREENTREES ENVIRONMENTAL POLICY –** To help ensure the conservation of the beautiful New Forest and its wildlife for generations to come, Greentrees is committed to environmental management of our resources through re-cycling, energy and water conservation, restriction of waste and noxious matters, and the screening of all our suppliers. If you would like to see a copy of our Environmental policy please ask.  |  |

**GREENTREES**

**GREENTREES GENERAL POLICIES -**

**Conduct:** We reserve the right to ask you to leave if your conduct or behaviour is unacceptable or disturbs other guests and you will be liable for the full cost of your stay. Food and drink provided by ourselves may be consumed on the premises without our prior agreement.

**Liability**: We do not accept any liability for any damage, loss or injury to you or any of your party or vehicles or possessions, unless proven to have been caused by a negligent act by ourselves, employees or agents acting in the course of employment.

**Privacy:** Any information collected in the course of a booking will be stored on our computer(s) unless you advise otherwise. This will not be shared with any third parties and only used for contacting you with reference to bookings.

**Parking at Greentrees**: Vehicles and their contents are parked at the owner’s risk. **The management will not accept liability for any accidents, damage or loss incurred.**

**Damage**: Please take care with our accommodation. You are responsible for any damage or breakages 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 may seek recompense for repair or making good if the damage or breakage is significant. There will be an additional administration cost of £30 if you did not report the damage.

\*Updated 8th February 2023