

We very much look forward to welcoming you at Mount Zion Bed and Breakfast. When you make your booking you are entering into an agreement with us. Please read our terms and conditions of booking below

Arrival & Departure

Check in is available from 4.00pm – 8.00pm (16.00-20.00hrs) on the day of arrival. Check in times outside of those specified must be confirmed with us prior to arrival

We ask that you please vacate your room by 11.00am (11.00) on the morning of departure

Reservations

Please note the cancellation policy before committing to a reservation

In order for us to confirm a reservation, we need to receive within 48hrs of booking a 50% deposit of your proposed total stay, either via cheque or Bacs bank transfer to secure your booking. We will then send you confirmation once the money has cleared to confirm your booking

Cancellation

We are a small business so cancellations can have a big impact on us, especially if we have turned away potential guests in favour of someone who has already booked and who then cancels. We do however appreciate that unforeseen circumstances can arise and we try to be as sympathetic and helpful as possible in such cases

In the event of a cancellation up to 7 days prior to the scheduled date of arrival no charge will be made if we are able to re-let your room. If, however we are unable to re-let your room you will lose all monies paid in relation to your deposit

If you cancel your reservation within 7 days of the scheduled arrival you will forfeit all monies paid as it is unlikely we will be able to re let your room at such short notice

Guests failing to arrive, without notification, may be responsible to a charge equivalent to the total reservation price

We take all bookings in good faith, as we are unable to judge reasons for change, cancellation or non-arrival, guests are reminded that no exceptions to the above conditions will be made and that any booking made by Mount Zion Bed & Breakfast for either accommodation or goods, services, meals or drinks that are pre booked (verbal or written) forms a legally binding contract. For this reason, we advise that you take out a suitable insurance product to cover against unexpected costs such as cancellation fees. In addition, we may take legal action, through the courts to recover any outstanding debts

Cancellation by us

Should it become necessary for us to cancel a booking we will contact you immediately. Any payments will be refunded in full. Should you wish us to, we will attempt to book you into another local bed and breakfast of the same or lower standard. Should this establishment be more expensive than Mount Zion Bed and Breakfast, we will pay the difference for the first night of your stay. Our liability will not extend beyond these conditions

Car parking

There is space for one vehicle for guests use on the property. Cars parked here are done so entirely at owner's risk

Damage and Breakages

Please take care of our home. You are responsible and liable for any breakages which you cause to the accommodation or its contents. Please report these as soon as they occur especially if you accidentally spill something – it's much easier to clean if we know what it is and act quickly. We do not normally charge for breakages, but we reserve the right to charge for repair or making good if the damage is significant

Data

Some of the data gathered during the course of a booking may be held on computer. We would like to hold this data after your visit to be able to inform you of future offers. If you prefer us not to hold this information, please let us know

Keys

You have access to the building and your room 24 hours a day throughout your stay using a set of keys given to you upon arrival. You have full responsibility of these keys for the duration of your stay. Lost keys will be charged at £10.00 per set

Pets

One well behaved dog is permitted by prior arrangement only. Dogs are not allowed on the bed or furniture. Owners must supply their own dog bed and strictly abide to the pet rules whilst in the bed and breakfast accommodation

Liability

We do not accept any liability for damage, loss or injury to any member of your party or any vehicle possessions, unless proven to be caused by a negligent act by ourselves

Lost Property

We are happy to return items that have been left following departure. However, there will be a minimum charge of £5.00 to cover postage and packaging

Missing Items

We reserve the right to charge for missing items

Prices

We reserve the right to change our prices at any time. This does not affect bookings already made

Smoking

Smoking is NOT permitted anywhere inside Mount Zion bed and breakfast, but guests may smoke in the outside courtyard garden where ash trays can be requested.

Children

Mount Zion bed and breakfast sleeps one child over the age of 8years, in a single camper van bed that is accessed via a ladder. Due to the steepness of the climb it is not recommended for children under the age of 8 years. For children under the age of 12 there is an additional charge of £20 per night, for children aged 12 and above there is a charge of £30 per night. There is also room for an inflatable mattress in the master bedroom but you must let us know at the time of booking if you wish any children to share your room with you. You must not leave any children under the age of 14 unattended in your accommodation at any time

Termination Policy

Mount Zion bed and breakfast reserve the right, at its discretion to terminate, without notice, an individual's stay where deemed necessary through unacceptable behaviour or as a result of actions which are likely to endanger or offend others (please note that non-compliance of the smoking policy may constitute termination) in such circumstances any outstanding accounts must be settled, no refunds will be made