

The Cranleigh Terms and Conditions

Deposits

At the time of confirmation, a £100 non-refundable deposit per room is required, unless the total cost is lower, in which case the full amount will be charged. Bookings taken for up to 7 days in advance require full pre payment.

Cancellations

Cancellations within 10 days of arrival: the full duration of the stay will be charged, less money recouped through re-letting.

Please note that a reservation is a legally binding contract and we do urge you to take out travel insurance at the time of booking.

All cancellations must be sent in writing by either email or letter (recorded delivery) to ourselves and we will confirm receipt of this when received. We do not accept any cancellations by telephone.

Final Payment

Payment for the balance of the cost of your booking should be made prior to departure. Credit facilities are not available unless prior arrangement has been made with The Cranleigh.

Payment for Bookings at Christmas, New Year, and Easter

28 days before arrival, full payment will be taken from the card used to secure your booking with us.

Arrival and Departure Times

Bedrooms are usually available for occupation from 3pm on the day of arrival and we respectfully request that they are vacated by 11.00am on the day of departure.

No Smoking

All public areas and guest bedrooms are non smoking. Should you found to be smoking in your room a charge of £100 will be made to your credit card to cover the extra cleaning of furnishings and fabrics.

Damage and Breakages

You are responsible and liable for any breakages or damage that is caused while you occupy the room including any accidents that may occur. If any damage is caused you are responsible up to the full cost of replacement or repair. The costs will be taken from the credit card used to secure the booking or pay for the stay. This also applies to anything that goes missing from your room during your stay.

Special Requirements

Please advise the guesthouse of any special dietary needs or other requirements including mobility issues you may have prior to arrival.

Special Requests

Whilst every effort is made to fulfill your requests, unfortunately we can not guarantee these and failure to do so will not constitute a breach of contract.

Secret Getaways by The Cranleigh: Terms and Conditions

***This includes the following properties:
The Hideout***

Occupancy Terms (very important)

Each property must strictly only be occupied and used by the number of guests confirmed on the booking. Properties are NOT to be used for any other purpose. We strictly request that no other persons are invited back during the course of your stay.

Each property has been individually designed to a very high standard at considerable expense, and they are maintained to the highest of standards for your enjoyment and the enjoyment of future guests.

The properties are monitored on the outside only by CCTV for your own security and the security of the properties. If this is unacceptable or not to your requirements then we advise that they may not be suitable.

Deposits

At the time of confirmation, a £100 non-refundable deposit per property is required, Bookings taken for up to 7 days in advance require full pre payment and are non refundable.

Cancellations

Cancellations within 10 days of arrival: the full duration of the stay will be charged, less money recouped through re-letting.

Please note that a reservation is a legally binding contract and we do urge you to take out travel insurance at the time of booking.

All cancellations must be sent in writing by either email or letter (recorded delivery) to ourselves and we will confirm receipt of this when received. We do not accept any cancellations by telephone.

Final Payment

Payment for the balance of the cost of your booking will be taken on collection of the keys to the property on the day of your arrival. Also on arrival, £250 will be secured on a credit card as a guarantee.

Payment for Bookings at Christmas, New Year, and Easter

28 days before arrival, full payment will be taken from the card used to secure your booking with us.

Arrival and Departure Times

Apartments are usually available for occupation from 3pm on the day of arrival up to 10pm and we respectfully request that they are vacated by 11.00am on the day of departure.

No Smoking

All properties are NON SMOKING. Should you found to be smoking in the accommodation a charge of a 1 night stay will be made to your credit card to cover the extra cleaning of furnishings and fabrics.

Damage and Breakages

You are responsible and liable for any breakages or damage that is caused while you occupy the property including any accidents that may occur. If any damage is caused you are responsible up to the full cost of replacement or repair. The costs will be taken from the credit card used when booking or the card used as a guarantee. This also applies to anything that goes missing from the property during your stay (an inventory is listed in the guest folder).

Special Requirements

Please advise of any requirements including mobility issues you may have prior to arrival.

Special Requests

Whilst every effort is made to fulfill your requests, unfortunately we can not guarantee these and failure to do so will not constitute a breach of contract.

Unforeseen Circumstances

In the situation that the property is unable to be occupied due to unforeseen circumstances will make every effort to provide you alternative accommodation, however if we are unable to achieve this a full refund will be given and will not constitute a breach of contract.