

Cancellation Policy and No-Shows

We respectfully remind guests that a reservation made and accepting accommodation constitutes a legally binding contract by themselves and The Old House Guest Accommodation.

In the event of cancellations, alterations or reduction in the number of nights, made after 4.00 p.m. on the day prior to the night booked, we reserve the right to ask you for 50% of the payment to compensate us for our loss.

As The Old House is not in a position to request reasons for the cancellation, this policy applies to all cancellations made after 4.00 p.m. on the day prior to the night booked.

Deposits paid in advance and the room is then cancelled after 4.00 p.m. on the day prior to the night booked, will be forfeited in full. If another room is then booked on the day, for an alternative night taken within 2 months, 50% of the original deposit will be forfeited.

Group Bookings (more than 2 rooms together) - If more than two rooms are booked by one party, a deposit of 50% is required upon booking. This deposit is non-refundable after two months prior to the booked dates.

Why this Cancellation Policy?

A room cancellation in a large hotel amounts to less than 2% of the capacity of that hotel and therefore any cancellation has little effect on their overall business. In the case of The Old House Guest Accommodation, this represents a greater proportion of our business, which has a more detrimental effect. We have a 'trust' policy where we rely on our guests to fulfil their bookings made, except in rare circumstances.

Breakages and Damage

We reserve the right and you hereby authorise us to invoice you for any breakages and damage incurred to your room or throughout the House during your stay (including without limitation, specialist cleaning), or for any items that are missing when you leave.