

Terms & Conditions

Online Bookings:

Our guest houses are available for bookings on the internet 24/7 on our **own** website (free of commission= best price available for the guest) and are sold through about 40 distribution channels worldwide (commissionable = dearer to the guest). They are of course also available for telephone bookings. On very rare occasions it can and has happened that two booking were made simultaneously on the phone and internet for the same room at the same time and rooms had not been withdrawn from internet sales. Sometimes the servers of our or our distributors websites are down and bookings which should be blocked out get through by mistake. This is classed as an over booking.

As each property has 10 or less rooms available at any day you must ring 01452 – 522243 or 0787 965 7495 if you are booking more than one room for any given day or for room reservations with same day arrival.

Over Bookings:

Our business is to provide comfortable overnight accommodation to our guests. In the extremely rare event of us not being able to honour bookings made with us due to over bookings, extreme weather conditions, maintenance issues, acts of god or terrorism we reserve the right

- In the first instance provide you with alternative accommodation in one of our other guest houses at the same rate
- to cancel reservations without recompense.

Check In/Check Out Times:

Check In Time:

Your room is guaranteed to be ready by 4 pm (on your arrival day). If you intend to check in between 12 noon and 4pm please contact us and will do our best to service your room first. If we have not managed to have fully serviced your room by the time you arrive - the least we can do is to give you the key so you can use the rooms' facilities and store your luggage and/or get dressed for that important event. (Check In: 24hours. That means you are welcome to check in any time after 4pm using our auto check-in facility whether that is 12midnight or 2am in the morning.) Early check-in before 4pm: £ 10.-.

Check Out Time:10.30am (of your departure day). Late Check Out 10.30 to 4 pm £ 10.-. Late Check Out after 4pm will be charged at a full night's rate.

Cancellation Policy:

We view your intention to visit us in Gloucester as a firm booking.

This means we guarantee that this room will be available exclusively to you.

Therefore we cannot sell it to someone else. If you later cancel or amend your booking our business will suffer a loss of revenue.

There are many reason why you might have to cancel your booking with us.

For instance : You or someone close to you gets sick, or your reason for coming to Gloucester does no longer apply. Please ensure you cover yourself with appropriate **travel insurance**.

Should you have to you cancel please give as much information as possible e.g, Name, Date, Property, Length of stay etc.

Cancellations over the telephone are **not** accepted, cancellations are only accepted in the three ways listed below.

- 1.By email: Please use the CONTACT US page on our website to email us or address your email to: jens_eberhardt_uk@hotmail.com
- 2.By Registered Mail send to: Jens and Kim Eberhardt, 72 Weston Road, Gloucester, GL1 5AX
- 3.By TEXT message to 0787 965 7495.

Cancellation Charges:

If you cancel or amend your booking:

- 72 hours before your intended arrival - there is no charge other than an Administration charge of £ 19.-
- Within 72 hours before your intended stay – full charge for at least one night up to a maximum of 4 nights (but never more nights than you have booked). Of course we will endeavour to re-sell the room to another customer in which case we will not charge you anything but the Administration charge of £ 19.-.
- In the event of NO SHOW or amending your stay after you have arrived (e.g. cutting your stay short) we charge the amount of days you have initially booked.

If your booking has attracted any commission charges to a third party (distributor) they too will be passed on to you.

Payment Methods: Full payment is due on the day of arrival. We accept all major credit/debit cards and may apply a charge of £ 2.50/transaction.

No bookings will be accepted without you providing credit card details. By providing us with your credit card details you give us express authority to charge your card with any cancellation fees, commission charges, credit/debit card processing charges, accommodation charges, and any charges as incurred for as described in the Lost Property and Miscellaneous paragraph below.

Lost property: We keep any items left behind for 3 months. We are happy to forward to you those items at cost plus a £ 5.- handling fee to an address specified by you. For discretionary reasons we will wait until you contact us.

Miscellaneous: Any damage, any excessive wear and tear done to our property/assets will be charged at replacement value. Extra cleaning charges above the normal call of duty apply.

We provide FREE fridge/freezer facilities for our guests in our common room. We cannot be held liable for food items you bring into the premises and are consumed by your fellow guests. By law we need to dispose of all out-of-date food items and food containers not labelled with content and use-by-date. Our premises are strictly non-smoking with dedicated smoking zones. If there is evidence of someone having smoked in the room we reserve the right to levy a surcharge of up to but not more than 100% of the daily room rate.

Excess Energy Consumption:

Our energy costs are our highest operating expense. To keep the prices competitive we have decided on a policy of running the heating and hot water between 5am and 8am, 3pm and 4pm and 6pm to 10pm. This policy has stood the test of time for the past 10 years. We consider this adequate at any time of the year. If our guests however decide to bring their own electrical heating equipment we have to charge £ 0.50/hour whilst this equipment is present in their room. This charge will be applied to your credit card.