

Abbey Guest House Earlsborough Terrace York - Terms & Conditions

Reservations: A confirmed reservation constitutes a contract between us and you, the booking lead; to make a booking you must be over the age of 18. We reserve the right to cancel a booking at any time should there be a breach of these Terms & Conditions.

Should you wish to make a booking on behalf of someone else, please contact us directly prior to booking.

For stays of six or more nights we may require a variance to these terms, please contact us before booking to discuss.

Payments: We require a £25 Deposit per room per booking, paid by credit or debit card. Deposits are non-refundable.

Payment of the Deposit secures your booking, demonstrates your agreement to these Terms & Conditions and authorises us to make further relevant charges to the payment card without any additional consent being required.

The Balance of your stay is payable in cash or by credit or debit card during your stay.

For Bookings made within 10 days of arrival and single night stays on a Friday or Saturday night, the Deposit is 100% of the cost of the stay and will be charged in full at the time of booking.

Cancellations or Amendments: If you cancel or amend your booking with less than 14 clear days prior to the booking arrival date, then we will charge a Cancellation fee of 50% of the cost of the booking. If you cancel or amend with less than 48 hours notice the Cancellation fee is 100% of the cost of the booking.

If we are able to re-let the room(s) completely then we will refund the Cancellation fee.

The Abbey Guest House will cancel your booking only in exceptional circumstances. We will endeavour to provide you with as much notice as possible or assist you to find alternative accommodation. We will not be liable for any losses incurred as a result of such action. Your Deposit will be refunded.

We strongly recommend that you take out holiday insurance.

Check in: To provide guests with a high degree of flexibility we offer check in by arrangement between 1030 & 1900. You must specify an arrival time on booking and you must advise us should this change.

Your room will not usually be ready until 1400 although you can arrive earlier to leave your luggage or park your car.

Check out: 1000 on the morning of your departure.

Groups: We are unable to accept bookings for groups of more than four people, including those who book separately. If you are interested in booking the whole guest house (maximum 10 adults) please see our website or contact us directly for more details.

Weddings & York Race meetings: To ensure that we can maintain our high levels of service for all our guests, we limit the number of rooms let to those going to Weddings or the Races. Please contact us directly by phone or email prior to making a booking if you are planning to attend a wedding or the races.

Children: We aim for a relaxed, adult environment; all guests must be over 18.

Damage: Please report any breakages or damages as soon as they occur. We do not usually charge for minor breakages but we reserve the right to charge for any significant cleaning, repair or replacement costs.

Liability: We do not accept liability for any damage, loss or injury to any member of your party, or vehicle or possessions, unless proven to be caused by a negligent act by ourselves, employees or contractors during the course of their employment.

Our entire house and garden is non-smoking.