

Welcome to Poplar House Bath B&B. We wish you a very pleasant stay!

Terms & Conditions

1. Reservations and Payment

Reservations can be made over the phone or by email. You will need to make a 10% non-refundable deposit for your stay, normally by credit or debit card over the phone.

Room prices are per room, per night and are inclusive of VAT. Breakfast is included, but all other meals are additional and by special arrangement.

Poplar House accepts payment by cash (£, Euros, or US Dollars), credit/debit card (VISA, MasterCard, Maestro, Electron). A debit / credit card used must have an expiry date that is valid after the date of stay. We do not accept personal cheques.

For further clarification please contact Poplar House directly on 01225 852629 and speak to Susanne Hagen, or email us poplarhousebath@gmail.com

2. Arrival and departure

Guests can check in between 4pm and 8pm on the day of arrival, or at other times by prior arrangement with the proprietors. Please email, or telephone, Poplar House, if you wish to make an alternative arrangement in order, for example, to drop off luggage, or park your car.

Please let us know if you are likely to arrive after 10.30pm.

On arrival you will be asked to complete a Registration Form. All personal information and data supplied to Poplar House are kept confidential and never shared with third parties as a matter of principle.

During your stay you will be given keys for your room and to the side entrance of the House (to the left of the main door) for late entry after 10.30pm. If you lose your keys, or fail to return them on departure, or within 24 hours, there will be a replacement charge of £20.00.

Your check-out time is 11 am on the day of departure. A later check-out time may be possible by arrangement and may be subject to a late check-out charge. You can leave your luggage at the House by arrangement, at your own risk, with the Proprietor after check-out.

Car-parking is available in the private grounds of the House or on a public road, e.g. Batheaston High Street. The proprietors cannot, however, accept responsibility for any losses, or damage, to cars, or their contents, parked near or at Poplar House.

3. Cancellations

Cancellation of a room reservation should be made by email or by phone well in advance of your arrival, if at all possible, as we need to let the room. We shall retain the 10% deposit taken at the time of your original booking as an administrative charge.

Cancellation Clause: A reservation can be cancelled up to 48 hours before check-in and, in this case, only the non-refundable deposit will be retained. If you cancel a booking less than 48 hours (i.e. less than 2 full days) before your planned check-in, or if you do not show up at all, we shall be obliged to charge you the full cost of the room, or rooms, for one night. The charge for the first night will be automatically collected from your credit- or debit-card in the first instance, or sent to you by invoice if this is not possible.

Cancellation charges for Guests already in Residence

If you decide to shorten your stay and cancel a continuing reservation, we shall require 24 hours' notice and there will be a cancellation charge of 10% per room booked for one night. Where notice of cancellation is less than 24 hours, the cancellation charge shall be 100% of the charges of the next night's stay for each room booked.

Where a confirmed room-booking is postponed to a different date on more than two occasions, guests will be asked to pay the full room cost in advance at the time of re-booking to guarantee the room after the second postponement.

4. Breakfast

A continental buffet and a cooked English breakfast are served in the dining-room between 7.00 am and 10 am on weekdays and between 7.30 am and 10.30 am at weekends and on Bank Holidays.

A breakfast menu is available on request. Please advise us in advance of any special dietary requirements.

5. Please note

All prices and details are correct at time of going to print (May 2013) and are subject to change without notice. For our latest terms and conditions, please visit www.poplarhousebath.co.uk Reservations for rooms are non-transferable and should not, under any circumstances, be sold or otherwise transferred to a third party who is not registered at Poplar House.

No guests' pets are allowed at Poplar House. Electrical appliances, such as toasters, mini cookers and portable grills, may not be used in the rooms as they may set off the fire alarm system. The House has free Wi-Fi and FreeView TV and guests may wish to bring their own portable computers with them.

Poplar House cannot accept liability for any failure to provide services contracted due to circumstances beyond our control including industrial action, postal communication, disruption due to bad weather, plant failures, supply of gas, electricity and water or fire alarm evacuation.

Any damage caused by guest(s) to the property or furnishings of the House is the ultimate responsibility of the guest(s) concerned. If any action, default or neglect by a guest, or guests, results in damage, or leads to complaints from other guests, the customer shall be liable to cover the costs of restoration, or be required to remedy such damage, or the cause of the complaints.

Parking and Guests' Property

Guests are free to park in the grounds of Poplar House but are advised they do so at their own risk. Poplar House and its management will use their best efforts to protect guests' property during their stay but do not accept liability for any damage, or losses, caused by *force majeure*, such as bad weather, or as a result of actions by third parties.

6. Complaints Procedure

We shall do our utmost to ensure you have a happy and pleasant stay. In this regard, we may ask you to complete a review of your stay following your departure. As a small family business we welcome any comments on how to improve our service.

If, however, you feel we have failed to provide the quality of service you were expecting, or let you down, please will you advise the Proprietor immediately you become aware of a problem, and no later than check-out, so we have time to try to address, and hopefully rectify, matters as soon as possible.

If the matter cannot be rectified before check-out, please ask for, and complete, our Complaints Form in writing and leave it with the Proprietor when you check out. We shall investigate your complaint, try to rectify the issue as far as possible, and respond to you in writing within three working days. We regret that matters cannot be rectified if we are notified after you have left the premises and/or without our knowledge.

The proprietors of Poplar House reserve the right to seek legal redress if wilful, untrue, inaccurate or mischievous statements are made by individuals and/or third parties, which are published, or otherwise placed or distributed in the public domain, regarding members of the family of Poplar House, its B&B service or associated staff.