

## Terms and Conditions

We don't like rules at all in general, but to ensure ALL of our guests have a relaxing and calm stay we have to have certain Terms and Conditions here at Costislost.

By booking you agree to the terms and conditions below:

Booking is confirmed ONLY by receipt of confirmation email.

Arrival time is strictly between 16:00hrs and 20:00hrs, Departure is 10:30hrs.

Specific booked rooms cannot be guaranteed and we reserve the right to change your room in certain circumstances. If the room is of a higher rack rate value then no additional cost will be charged. If the room is of a lower rack rate, a refund of the relative amount will be made.

In the event of a room change, no payment will be offered in the respect of any perceived disappointment or immaterial loss

In the event that a week, weekend, or any other event or activity being run by Costislost is unable to proceed due to lack of numbers or any other cause, we shall offer only an alternative date for the same booked activity. We may in certain circumstances and at our discretion offer an alternative. No payment will be offered in the respect of any perceived disappointment or immaterial loss.

Credit/Debit card details must be given on bookings.

Cancellations:

Depending on your specific booking terms cancellations must be given within the time period specified for that rate. Any cancellations after this time, full payment will be charged to your account.

Full payment is taken from the registered card at the end of the free cancellation period for your reservation. In the event of a 'Non-refundable' rate, the pre-payment will be taken at the time of booking.

Any damages or missing items from rooms: Cost will be charged to your given card details. Incorrect or unusable cards will result in further action to recover costs.

We consider a group booking to be more than 2 rooms. Normally group bookings are not allowed however, we may at our discretion accept certain group bookings. Where a group booking has been taken an additional security deposit will be required before arrival. Either by BACS payment before arrival or by card details being registered with us prior to arrival. The Security Deposit when taken as a BACS payment will be no less than £250 and will vary in amount depending on group size and makeup.

The refusal of any group booking will not be made for any reason other than we do not feel it is in the best interests of us, the property and/or our business.

We are a totally non-smoking property.

If there is any evidence of smoking, we will charge an extra night stay to enable airing of the room.

We do not allow electrically amplified music outside of your bedroom, and audio (TV, Music, Radio) should not be at a level disturbing to other guests. Here at Costislost, we believe the guest who wishes quiet has priority over any guest who wishes to make noise.

Please be considerate with mobile phone usage and phones may not be used in the sitting room or yoga/meditation room. Nobody else really wants to hear your conversation! We request IPADS or similar not to be used in the breakfast room.

At Costislost, we want to create a place of peace and calm. Please be considerate to other guests and we reserve the right to refuse entry or to ask any guest annoying, abusing or generally making other guests or us uncomfortable, to leave immediately, without any refund. Should you infringe on this on arrival, your reservation remains chargeable.

#### ORDINARY OFFERS, SPECIAL OFFER & NON REFUNDABLE TERMS:

We aim to make our terms as generous as possible.

Please note that Special Offers are subject to bookings made at that specific time and are not able to be 'transferred' to existing bookings.

Any non full Rack Rate booking is subject to certain term variations regarding payments and cancellations. Those specific rate terms are available at the point of booking.

Generally, all offer rates (unless otherwise stated) are non-refundable, full payment on booking and have a minimum 30 day before arrival cancellation period. After which full payment is due.

However we do try to be as reasonable as possible in these situations.

Subject to availability and at our discretion:

Should you need to cancel any time after booking, up to 14 days before arrival, then we will aim to change your reserved date to a more suitable one for you, or offer you a voucher to the booked amount useable in the future.

The offered voucher can be used as full or part payment against a future booking. There is no cash alternative or part refund available against the voucher

At the same time we will also endeavour to resell your room and, in the event we do manage this, we will offer you the chance to redeem that voucher for the amount relevant to the accepted and completed booking, less any related charges should they exist and a £20 Admin Fee. The resultant payment may include a part payment and a reduced voucher amount.

Should you need to cancel after 14 days before arrival, then no refund is due or voucher offered. However we will do our best to resell the rooms and refund you the amount we can resell.