

Terms and Conditions

We don't like rules at all in general, but to ensure ALL of our guests have a relaxing, natural, healthy and calm stay we have to have certain Terms and Conditions here at Costislost. These booking terms cover ALL bookings made to stay at Costislost B&B, whichever route to booking was used including third party sites and OTA's

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.

General Terms (Peace and Quiet):

At Costislost Organic we are determined to create an oasis of tranquillity where people can come to recharge. We want to create a place of peace and calm, and where the natural surroundings can be appreciated. We ask guests to understand this and behave accordingly.

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.

Booked Rooms:

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

Rates:

All rates are stand alone rates and may not be combined, including special offers, ordinary offers, non-refundable offers or any other rate that may be advertised, promoted or offered by Costislost, third parties or OTA's.

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.

Payment:

Full payment is taken from the registered card at the end of the free cancellation period for your reservation or, normally, in the case of a Special Offer of any kind, at the time of booking. In the event of a 'Non-refundable' rate, the pre-payment will always be taken at the time of booking.

Damages:

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.

Children:

We don't allow them! The property and its surroundings are not suitable with regards to safety for guest children. On the whole, they also don't help to promote peace and tranquillity.

Pets:

We don't allow them either! Although we would love to have other pets here to stay at Costislost, and our lurcher Joey (who has the run of the house, and us!) would also love it, sadly it has proven too much of a problem. With a 'Listed' building damage to doors etc is just too much to deal with and, whilst everybody has the perfect dog, when away from home, even the best can cause a problem. So, very sadly it's a no.

Group Bookings:

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 that booking follows our own interests ie a yoga group. 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.

Smoking:

None! 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.

Noise:

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.

Mobile Phones and Similar:

Please be considerate with mobile phone usage and phones may not be used in the dining room, sitting room or yoga/meditation room. Honestly, nobody else really wants to hear your conversation!

We request IPADS or similar also not to be used in the breakfast room.

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 and, if the payment has been taken at the time of booking, no refund will be offered.

We will always try to re-let a cancelled room and, up to our discretion, will refund a portion of the cancelled payment. We withhold the right to retain any portion of the payment for admin charges and/or commission payments due in the original booking or in order to re-let the room.

We realise circumstances can change at the last minute and, in the event of a late cancellation, please call us and we will always try to sort something out for you.