

THE MALVERN GUEST HOUSE

HOTEL POLICY: CANCELLATIONS & CURTAILMENTS

01/03/2009

In the event of any cancellation or curtailment we are under no obligation to give a refund.

Once you have seen and accepted the accommodation that has been offered, there will be no refunds under any circumstances for early departures or temporary absence.

Refunds will not be given for no-show reservations that have been booked in advance and the guest will remain liable to pay for the accommodation that has been booked.

All guests are expected to behave in a reasonable manner at all times and any guests causing a nuisance to other guests or staff will be asked to leave with no refund.

All guests are asked to obey the hotel rules at all times or they will be asked to leave with no refund.

On taking the accommodation offered, guests have been assumed to have read the above. Guests booking in advance have received postal information – where possible. It is well documented and advertised that holiday cancellation insurance should be considered whenever making any travel and / or accommodation arrangements at home or abroad, to cover any unforeseen circumstances.

Please note that guests must pay on arrival after you have been shown the accommodation and accepted the accommodation that has been offered to you.

Please note that **SMOKING IS NOT PERMITTED** in any part of this guest house. Anyone caught smoking will be asked to leave with no refund.