



Terms and Conditions

Terms and Conditions are necessary to protect both our interests. We're sorry that this stuff is a bit dry and wordy, but it is important. Please read on...

The most important thing for us is that you have a safe, relaxing and enjoyable stay at Amberley Black Horse and we welcome you to book your stay with us, but conditional upon us confirming your reservation, you must agree with and accept the following Terms and Conditions (Ts&Cs).

If there is anything in these Ts&Cs which you do not accept or do not agree with, then you must not make a reservation. But upon making a reservation, it will be deemed that you agree with and accept our Ts&Cs. Thank you.

The advertised prices at Amberley Black Horse are per room per night based on two adults sharing or single occupancy, and the price as agreed when reservation confirmation is accepted is guaranteed.

It is necessary for us to take the details of a credit or debit card or deposit in order to secure your reservation. We reserve the right to cancel your reservation if the details of a credit or debit card cannot be verified. This credit card will be used for the charge of a non-arrival (also known as a no-show), losses and damages (please see following section).

We will securely store the personal and credit or debit card details given to us, in a way which is PCI DSS compliant. Unfortunately we do not accept personal cheques or travellers' cheques. You must ensure you have the means to pay your bill on check-out, before you check-in. Common sense really!

Our rooms are subject to availability, and whilst every effort is made to ensure you are given the room of your choice, we reserve the right to withdraw the availability of any room without notice at any time. Under such circumstances we will offer you an alternative room without penalty to us, but again subject to availability.

We will always advise you as soon as possible if a change to your reservation or indeed a cancellation of your reservation was necessary and Amberley Black Horse will offer you a refund. Amberley Black Horse will not be liable for any losses, expenses or costs incurred by you as a result of us having to change or cancel your reservation.

'Special Offers' we make from time to time, may be changed or withdrawn without notice, and any time limits made with those offers cannot be extended.

Deposits and settlement

We are unable to guarantee your booking without a valid debit or credit card. The balance plus any other charges accrued during your stay will be due on departure.

A reservation which takes Amberley Black Horse for exclusive use by your party, for however many nights, must be paid for in full and in advance, or immediately if less than six weeks. We will need to charge a damages security deposit also, and this will be negotiated at the time of reservation. Please see our cancellation policy (on the next page) for multi-room reservations.

T: 01798 831 183

Amberley Black Horse
High Street, Amberley
West Sussex BN18 9NL

www.amberleyblackhorse.co.uk





Cancellation policy

Third party booking sites (for example Expedia) may have their own Cancellation Policy which may vary from our own. You must check that you are happy with any Cancellation Policy before booking. Once you have booked you have entered into a legally binding contract and are immediately bound by the Terms and Conditions and Cancellation Policy.

The Cancellation Policy of the third party (for example Expedia) takes precedent over our own. Our own Cancellation Policy we believe is very fair for both parties, and we ask for 3 days' notice. All cancellations must be made in writing either by email or post. We cannot accept cancellations by phone or by fax

Bookings made via our website

Payments can be made using the following cards:

Visa Debit / Delta, Visa Credit, Maestro / Switch, Mastercard, American Express - no charge.

A deposit equal to 10% of the total cost of the booking is required to guarantee the booking. The deposit will be refunded according to the cancellation conditions. The remainder of the total cost of the booking will be debited 3 days prior to arrival. If the booking is cancelled less than 3 days before arrival then a charge equal to the full booking amount will be made. In the event of a no show or booking reduction (after arrival date) the full cost of the booking is charged.

The deposit may have been in the form of cash, debit card, credit card or voucher. The deposit secures the room(s) for you for your chosen dates. Whilst reserved in your name, no-one else is able to reserve your room(s) for those dates.

We have no desire to profit from you for your cancellation. However, we have also likely lost out to other prospective guests, whilst the room(s) was/were reserved for you for your chosen dates.

Please note that a multi-room reservation cancellation would mean a charge as above for each and every room cancelled. These charges are made because at such short notice, we are unlikely to be able to re-sell your room(s). We think this is only fair.

If you wish to change the dates of a booking, then this is tantamount to cancelling the booking for the existing set of dates and making another booking for the new set of dates.

Losses and damages

Whilst accidents can happen, you agree that you will pay for any damages howsoever caused, by you or any of your party. We would hope that damages would be brought to our attention first, but we reserve the right to charge your credit or debit card for any damages including those discovered immediately after your departure.

We also reserve the right to charge your credit or debit card for the loss of any items from your guest room during your stay and/or for any items which are discovered missing immediately after your departure.

Gift vouchers

Vouchers used as a deposit for a table or room reservation, are subject to the same conditions as cash or debit or credit card deposits (in particular the forfeit of the voucher's value due to cancellation). Please see our Cancellation Policy for further information.

A voucher can be used as full or part payment toward food, beverage or an overnight stay at Amberley Black Horse. Vouchers have no cash value, no change will be given and they cannot be exchanged for cash.



Smoking policy

Amberley Black Horse is by nature of its business, open to the public, and as such it is illegal to smoke anywhere within Amberley Black Horse. All rooms including guest rooms are therefore strictly non-smoking, including e-cigarettes.

Deep-cleaning costs will be incurred if you or your guest(s) choose to smoke anywhere within Amberley Black Horse, and we reserve the right to charge your credit or debit card for these cleaning costs, at the prevailing rate. This policy does not alter in the case that your reservation takes Amberley Black Horse for exclusive use by your party.

Smoke detectors exist in every guest room, and in other places within Amberley Black Horse. They exist for the protection of life and property. You must not tamper with or cover these detectors.

Late check out

Our usual check-out time is 11am, however we are happy to accommodate a later check-out time at our discretion. Please contact reception the evening before check out should you wish to arrange one.

CCTV

For your security and peace of mind, there is 24/7 CCTV recording in operation, in and around Amberley Black Horse, and it is available for police inspection. All belongings brought onto the premises at the Amberley Black Horse and all vehicles (and their contents) are left at the owner's risk.

Fireplaces and burning candles

Amberley Black Horse operates the use of real burning fires, log burners, and occasionally burning candles, in the communal areas ONLY. By definition therefore, naked flames exist.

You agree never to interfere with any of our burning fires, log burners or burning candles, including the adding of any materials whatsoever to the fires. Only the owners or staff of Amberley Black Horse should tend the burning fires, log burners or burning candles. Basically we don't want you to get burned.

Keys

On arrival, we entrust to you a set of keys for the duration of your stay. We would be very grateful if you would look after your keys as if they were your own. You agree not to copy these keys, nor allow them to be copied, and they remain the property of Amberley Black Horse at all times.

They must not be labelled in any way that could identify them as belonging to Amberley Black Horse in case they are lost or stolen. Should they be lost or stolen you must inform the owners of Amberley Black Horse immediately. Amberley Black Horse cannot be held responsible for any loss or damage to guests' belongings should any unauthorised person gain access to Amberley Black Horse because of lost or stolen keys. Your keys must be given up on request at any time.

On departure, you must return your set of keys to the keep of the owners of Amberley Black Horse (Emma and Johnnie). Please do not leave them in your room, in the door, nor hand them back to anyone else. Non-returned keys after departure, would be treated as lost or stolen keys. Lost or stolen keys would entail us having to change the locks. We reserve the right to charge your credit or debit card, with the costs of replacing keys, key fobs and any necessary locks, at the prevailing rate.



Unruly behaviour

The owners, members of staff, fellow guests and visitors have the right to feel safe and unthreatened at Amberley Black Horse. We therefore cannot tolerate noisy or unruly behaviour, especially including behaviour which may be considered dangerous to life or property. For such behaviour, we reserve the right, without prior notice, to curtail your stay and ask that you leave the premises. No refunds will be given, nor can we pay costs, expenses or return travel fares for this curtailment.

Pets

Well behaved dogs are very welcome in the gardens, the bar and an allocated 'dog friendly' bedroom of Amberley Black Horse at the additional cost of £15.00. We do of course welcome assistance dogs. Please advise when booking your stay if you will be bringing an assistance dog.

Law

These Terms and Conditions shall be governed by the laws of England.