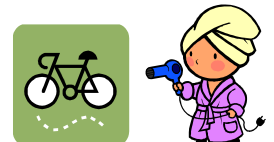
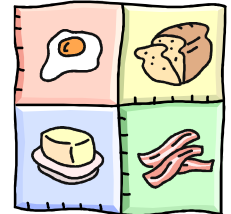


# The Old Workshop - Terms & Conditions

## Charges & Facilities

- Bedrooms are charged out at £60 for double occupancy and £45 for single occupancy. This charge includes:
  - Coffee, tea and hot chocolate making facility in each room
  - TV with DVD and video players in each room, with free loan of DVDs and videos from our film library
  - Full English or Continental breakfast, both including fruit juice, cereal, home made bread/toast and preserves.
- Guests have use of the Studio lounge for reading and relaxation and are free to make use of the tea & coffee making facilities provided all day. Scrabble, chess, cards, etc. are available in the Studio bookshelf, where there are also lots of books on the canals and waterways magazines to browse. On the walls of the Studio there are O/S maps of the surrounding area, as well as one of the inland waterways of England and Wales.
- Guests may use the garden for walking and sitting on the benches and chairs around the grounds and may park their cars in the private off-road parking area, at their own risk. Bikes may be locked in the garage.
- The following (and anything else we can manage!) are also available:
  - Ironing board and iron, Hairdryer, Glasses, Adjustable shower stool, Electric heater, at no charge.
  - Landline telephone – current BT rates per call
  - Toothbrush – £0.50
  - Toothpaste – £0.70
- Guests will be welcome any time between 14:00 and 22:00 on the day of arrival and are requested to leave the premises by 11:00 on the day of departure.
- There are several places to eat and drink, within ten minutes easy walk or drive. Leaflets and menus for most of these are in the 'Guest Information' folder in the Studio or, even better, ask us to recommend somewhere and book you a table.
- We are surrounded by boat builders, fitters, chandlers and brokers, as well as many interesting tourist attractions and you will find brochures/cards for



# The Old Workshop - Terms & Conditions

these in the “Guest Information” folder in the Studio.



## Payment & Cancellations

- We ask for a deposit equal to the first (or only) night’s accommodation, to secure reservations made more than one week in advance.
- Deposits should be paid by cheque, made out to “M. Kelly”.
- Deposits will not be refunded for cancellations made within one week of arrival; 50% of a deposit will be refunded for cancellations made more than one week prior to arrival.
- We ask for full payment of any balance on arrival, by cash or cheque (with banker’s card).
- We reserve the right to refuse entry to anyone. In this event any booking deposits will be returned in full.

## Restrictions – for the comfort & safety of all

- We are a strictly no-smoking establishment. Smoking is not allowed anywhere on the premises, even out of windows.
- For the comfort of all, we do not accept pets anywhere on the premises
- Due to the dangers of the nearby canal and boat building undertaken on the wharf, we cannot accommodate children under 14.
- Food and alcohol is not allowed in rooms, except as provided by Mike and Marion. Guests are welcome to provide their own drinks for consumption in the Studio and glasses will be provided on request
- Please do not iron clothes on the bed – an ironing board and iron are available on request.



# The Old Workshop - Terms & Conditions

## Accessibility



- We ask guests to inform us, at the time of booking, of any special requirements to be provided.
- The entrance to the property is by two steps – ramped access is available on request. The narrowest part of the doorway is 78 cm.
- Both bedrooms are en-suite and on the ground floor, with direct access into the Studio lounge.
- Our double room has a wet room en-suite – a shower stool for the disabled is available on request.
- We apologise that we cannot accommodate wheelchair users in the bedrooms and bathrooms.
- The main garden consists of lawn and concrete pathways and can be enjoyed from the patio (access to which is by two steps – ramped access is available on request). The rest of the garden consists of uneven field.
- The adjoining Marina and Wharf consist of large areas of relatively flat concrete and, although some walkways are too narrow for wheelchairs, there are alternative routes to Marina shops.
- We will be happy to read aloud any information relating to the B&B, that is not clearly legible to any guest.

## Green & Friendly

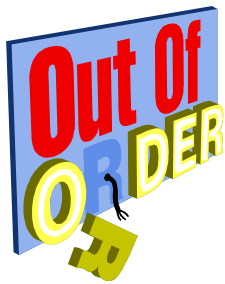
- It is our policy to use farm and organic products wherever possible and we use local sausages, bacon, eggs and preserves in our breakfasts.
- It is also our policy to be as sustainable and eco-friendly as possible and, to this end:
  - we use wood fuel for all heating and hot water. This is from a state-of-the-art wood pellet boiler supplied by Rural Energy ([www.ruralenergy.co.uk](http://www.ruralenergy.co.uk)).
  - all tea (breakfast and green), coffee, hot chocolate, sugar and snack bars provided in the bedrooms and Studio are Fairtrade products.
  - all waste products (metal, plastic, wood, paper, etc) are sorted for re-cycling.
  - we are also in the process of installing rain water butts on all down pipes, so that the garden is watered predominantly by reclaimed rain water.



# The Old Workshop - Terms & Conditions

## Health & Safety

- The Bed and Breakfast establishment at “The Old Workshop” is covered by the requisite Liability insurance and is compliant with Planning, Building Regulations and Health & Safety requirements.
- Safety Instructions are clearly displayed in the Studio and both bedrooms.
- There are three smoke/heat detectors, located in the proprietors’ bedroom and kitchen and the Studio.
- Both Mike and Marion have attended a Food Hygiene Course and it is our policy to ensure the highest standards of cleanliness and safety.



## Damages

- Accidental/Wilful damage will be charged to the relevant guest’s account. We reserve the right to charge for damage up to 14 days after departure.

## Complaint Handling Procedure

- We really hope this will never be used!
- However, we will of course be happy to provide guests with a feedback form, on request, but would urge any guests who may have a complaint to make this known to us *immediately*, in order that we may deal with the problem as quickly as possible.



## Information

- As required by the Data Protection Act, information about our guests is recorded in our own database but the data held will not be shared with any other organisation and will not be used for future marketing to the guest unless expressly agreed to by the guest.

