



Booking Conditions for Groups at Jessie Mac's

General

The price for the accommodation will be set at the time of booking and will form part of your confirmation of booking notification. This notification supersedes any prior promises, representations or undertakings. Any omission or error in any web page, quotation, email, invoice or other document issued by us may be corrected by us without liability. We will advise you of any changes at the time of booking or as soon as possible thereafter.

Jessie Mac's reserves the right to decline a booking at our discretion. Please note we do not accept Stag or Hen groups as we are in a quiet village with some elderly neighbours.

Any representative of Jessie Mac's retains the right to enter all parts of the building at any time, to ensure that cleanliness is preserved and routine maintenance may be carried out. We reserve the right to alter or delete amenities or facilities or any part of the programme of activities without prior notice.

Making a Booking

We can take a provisional booking and hold this for a maximum of 2 weeks before confirmation is required. The contract for accommodation comes into being when we have received the deposit. Provisional bookings may be made by telephone, email or in person.

Each group must have an allocated group leader who is responsible for their booking, and must report to reception on arrival. The nominated leader warrants that he/she has the full authority to make a booking on behalf of all the persons they are making a booking for and confirms that all such persons are aware of and accept our conditions.

Booking Deposit

The deposit to be paid is £100 per night booked. The invoice will detail the amount to be paid. Deposits payable, are non refundable in the circumstances detailed under our cancellation policy.

Payments

The balance of the invoice must be paid one month prior to arrival or earlier.

Payments can be made by bank transfer, cheque, cash or debit/credit cards.

No responsibility will be taken by Jessie Mac's for delays in postage or carriage. If any payment under these terms and conditions is overdue, then without prejudice to our other rights, we may cancel your booking.

Cancellations

More than 6 months beforehand: £20 admin fee payable

6-3 months: 25% of total amount payable

3-1 months: 50% of total amount payable

Less than 1 month: 100% payable

If however, we can rebook the accommodation then the value of the new booking is taken off the cancellation fee.

9th January 2016

Changes to bookings

If you wish to change a confirmed booking, such changes are subject to the availability of suitable alternative accommodation and may be subject to additional charges.

We will inform you of any additional charges when you request your changes and will agree any costs with you.

Arrivals and Departures

Check-in is 4pm onwards.

Check out from all bedrooms and bathrooms, is 10.30am. The kitchen, living room and dining room areas may be used until 1pm.

Admission and Eviction

Jessie Mac's reserves the right to refuse admission or to evict persons for any just reason.

Availability

The booking is made entirely on the understanding that the property will be placed at your disposal for the dates stated. If there is any reason why this should not be possible, through circumstances beyond the control of Jessie Mac's (eg fire, theft, damage etc), we cannot guarantee to provide you with alternative accommodation, in which case all monies will be refunded to you in full.

Room Plan & Keys

The group leader is responsible for the allocation of beds and we recommend a plan be produced prior to arrival. Room plans are on our website – www.jessiemacs.co.uk. One set of keys (room key and front door key) will be provided for each room. The leader should let us know on arrival if a second set of keys is required for any room.

Kitchen

The guests' kitchen is open for use between 6.30am and 10pm and is closed to guests overnight. There are kettles in each bedroom and a small fridge freezer in the dining room which is accessible at all times. Guests will be reminded a few minutes before the kitchen closes.

Linen

Beds are already made up with duvets, pillows and blankets and guests are not permitted to use their own sleeping bags. Hand and foot towels are supplied in each bathroom but you will need your own bath towel.

Insurance

All groups are strongly advised to take out adequate holiday insurance against cancellation (ill health, weather etc), damage to baggage, loss and/or damage to property.

Cleanliness

It is your responsibility to ensure that the property and surrounding areas are kept clean and tidy during your stay. Please ensure that litter is put in the correct receptacles and not dropped anywhere outside. Cigarette ends and chewing gum in particular should be disposed of carefully. If we feel that litter, dirt or grease may be becoming a problem, we reserve the right to bring in cleaners and charge the group accordingly. Brooms, mops & buckets etc are available for guest use and should be returned after use.

Recycling

9th January 2016

We actively encourage recycling of all rubbish. There are recycling facilities in the kitchen area and each bedroom for paper/cardboard, glass, cans/tins, food waste etc. Please ensure that your rubbish is split accordingly.

Damage and Cleaning

We make every effort to ensure that the property are clean and in good repair. We expect guests to leave the property as they find them. If you find any damage or cause damage yourself, please notify a member of staff. We seldom raise a charge for accidents, but being told allows us to rectify the problem before the next group arrives.

Fire Safety/ Emergencies

A member of staff is on call at all times. Out of hours their telephone number is available on the wall beside the lounge. The group leader is ultimately responsible for their group and in the event of an evacuation, they must ensure they have a list of all individuals for a roll call.

Noise

We encourage people to have a good time here at Jessie Mac's, but we request that you are considerate to our neighbours. No music (singing included!) is permitted after 11 pm. We would appreciate any conversation is kept down after these times too.

Vehicles and Personal Property

Jessie Mac's cannot be held responsible for any loss of, or damage to, any person's property or vehicles, whilst on the premises or while parked outside. All vehicles, property and possessions are on the premises at entirely your own risk.

Pets

Pets are allowed in some of the bedrooms. Where the whole hostel has been rented then the pets are also allowed into the lounge area. Pets must be supervised at all times and not left unattended. Any damage caused by your pet must be reported and paid for in full. We are happy to provide poo bags and dog towels if your pet gets wet or muddy. Pets must be kept out of the guests' kitchen.

Smoking

There is no smoking inside at Jessie Mac's. Cigarette ends must be placed in the ashtrays provided outside the building.

Lost Property

If we find any items immediately after you leave, we will alert the group leader. Should you require these to be sent to you, we will do so once the postage is agreed. If no contact is made after one month, we will then dispose of the item.

Behaviour

All guests are expected to treat the accommodation, other guests and staff at Jessie Mac's, the locality and environment with respect at all times. If your behaviour is deemed to be unacceptable or causes damage, your booking may be terminated and you may be asked to leave the premises. No refunds will be given in these circumstances.

Data Protection

Please let us know if you do not wish for us to keep your name and address on file. We will not pass on any details to third parties, we keep them purely for our convenience.