

Terms and Conditions

We agree to provide you with Bed & Breakfast accommodation in an en-suite **non smoking** room for the duration of your stay. Rooms are ready from 3pm onwards or as agreed by prior arrangement. Guests may check in anytime after 10am, luggage will be kept securely until your room is ready for you.

Cancellation

Please note your deposit is accepted as non refundable, however if for any reason you need to cancel your booking we will make every effort to re-let your room and if successful will of course refund you.

If you cancel with less than 2 days notice or curtail your stay you may at our discretion be charged for the entire planned duration of your stay. Again we will make every effort to re-let your room and if successful will of course refund you.

If you fail to show on your expected day of arrival you will be charged for the entire duration of your planned stay. Please call us if you are delayed or expect to arrive after 8pm.

If you are concerned about the possibility of cancellation we advise you consider taking out suitable travel insurance.

Non Smoking Policy

Sunnyvale House is a **strictly Non-Smoking** establishment in all internal areas of the building, an ashtray is provided in our outdoor seating area for smokers. Anyone found to be ignoring this rule will be asked to leave and be charged for the entire planned duration of their stay plus £50. (this fee covers the specialised cleaning required to make the room comfortable for subsequent guests).

Unreasonable Behaviour

Anyone who behaves in a way which causes disturbance or distress to ourselves or other guests will be asked to leave immediately and be charged for the entire planned duration of their stay.

Checking Out

We ask that you pay your balance by Cash; Cheque; Credit or Debit card on the day before departure.

Check out time is 10.00am unless by prior arrangement. If any items are left in the room we endeavour to return these to you, but may ask for costs to cover postage. Rooms are checked soon after checkout, any damage or missing items will be charged. We do understand that accidents happen so please report any breakages as soon as possible. A charge of £20 is made for lost keys.

Mike & Judith Clarke - Sunnyvale Guest House, Whitby