



The Old Mill Candy

Terms & Conditions

We look forward to welcoming you to The Old Mill. By making this booking you are entering into a legal agreement with us. Please read our terms and conditions of booking below. If you have any questions about these terms and conditions, please contact us before completing the booking.

Booking Process

- The maximum number of staying guests per room is two unless otherwise agreed by us. Any third-party visitors are only allowed access at our express permission.
- We are required to keep a register of guests over the age of 16 who stay with us, in accordance with the Immigration (Hotel Records) Order 1972, and to retain this information for a period of twelve months from your visit. Therefore, on booking, we will take the following details for each guest over the age of 16:

Full name and nationality

And for those who are not British, Irish or Commonwealth nationals, your passport number, place of issue and next destination.

- The price quoted is based on bed and breakfast per room per night.
- To secure any booking we require the full cost of the stay to be paid in advance by debit/credit card or bank transfer. The booking will be confirmed by email once we have received the payment. We do not accept personal cheques, travellers' cheques, American Express or Diners Card.
- If we have not taken your bank card details on booking, we will request these on arrival for any subsequent charges. Your bank card details will be deleted following your departure, subject to the Damages and Guest Liability clause below.
- Any extra charges incurred during the stay must be paid prior to departure by credit/debit card or cash.
- Cancellations made with more than seven days' notice prior to the arrival day will receive a full refund. Within seven days of arrival the payment is non-refundable unless we are able to re-book the room, in which case a full refund will be given.
- We recommend that you take out cancellation insurance cover.

Non availability of accommodation

We will only cancel your booking if your accommodation is unavailable for reasons beyond our control. In this case we would attempt to offer you alternative accommodation however, if this was not possible, or it was unacceptable to you, we would then refund any monies paid by you. Our liability would not extend beyond this refund.

Arrival and Departure

We request that you check in between 15.30 and 19.00 on the day of arrival, unless you have agreed other arrangements with us.

We request that you check out by 10.30 on the day of departure, unless otherwise agreed with us.

Wifi Fair & Appropriate Usage Policy

We provide wifi for guests. The internet access provided is intended for general use such as access to the world wide web, email, messaging, social media, light video / music / media streaming. It is neither intended nor suited for heavy media streaming, online gaming, extensive downloads / uploads. Access to illegal activity or use of our network for illegal activity is prohibited and will be reported to local authorities.

Please note that, whilst we endeavour to ensure the wifi is working at all times, it may occasionally be unavailable due to circumstances beyond our control.

Children

As we do not have family rooms, we do not accept children under the age of 16 except by prior arrangement.

Pets

As we have dogs at home we do not accept pets, apart from service dogs, except by prior arrangement.

Security

The house is locked at night and open during the day when we are in residence. Bedrooms can be secured with keys which are issued to guests on arrival. Each room has a small safe to secure personal belongings. We will charge £5.00 to replace any room key not returned to us on guest departure, in line with the Damages and Guest Liability clause below.

Behaviour and Smoking

All guests agree to respect the privacy and peace of all other staying guests, neighbours and the owners at all times including by minimising noise from TVs and opening and closing doors after 22.00 and before 08.00. We reserve the right to cancel a booking with immediate effect if guests are not honouring this agreement or causing a disturbance or nuisance to other guests, neighbours or the owners.

This is a non-smoking B&B. We do not accept smoking, including e-cigarettes and vaping, in any rooms or in the grounds of the B&B, except for designated areas. Any guests found to be in breach of this policy will be asked to leave immediately. If we discover that guests have smoked in the rooms we will debit your card with the cost of an extra night's stay to cover additional cleaning and airing of the room, in line with the Damages and Guest Liability clause below.

Premises Licence

The property has a premises licence for the sale by retail of alcohol on site. This enables us to offer drinks for guests before, during and after meals. We abide by Shropshire County Council's policy to promote the four licensable objectives and we reserve the right to refuse the sale of alcohol to guests if we believe that these may be compromised.

We have adopted Challenge 25, which requires that every person buying an age restricted product such as alcohol, who looks under the age of 25, is challenged to provide a valid ID. Our Challenge 25 policy is available on request.

Damages and Guest Liability

We reserve the right to charge the lead guest a fair replacement value or cleaning costs for any damages caused through the course of a booking by any member of the booking party. This includes breakages, spillages, stains, damage to furniture or fixtures and fittings, or loss of room keys. Any accidental damage should be reported as soon as possible in order to minimise the effect and associated costs.

We reserve the right to ask any guest to leave the premises without refund or compensation if any damage is deemed to have been caused deliberately.

Our Liability

We cannot accept liability for any damage, expense, injury, death, or loss of any nature whatsoever suffered by any person(s) from any cause whatsoever other than the proven negligence of ourselves or our employees. This clause does not attempt to exclude negligence or breach of statutory duty.

Vehicles

Off road parking is available, however your vehicles and their accessories and contents are left entirely at your risk. We will not be responsible for any loss from or damage to any vehicle from any cause whatsoever, other than the negligence of ourselves or our employees.

Lost property

Any guests' belongings left behind on departure, if found, will be held for a period of one month. While we will make our best efforts to reunite lost property with the owners we accept no responsibility for replacing lost items and encourage guests to ensure they have all their belongings before checking-out. We will return lost items to the property owner by Royal Mail recorded delivery following receipt of agreed payment to cover the cost of postage and packing, or collection can be arranged.

Privacy policy

Please see the policy published on our website.

We look forward to meeting you,
Siobhan & Neil