

Terms & Conditions of Guest House use

Liability

Guests' liability for their account is not waived and guests agree to be held personally liable in the event that any person, group, company or association fails to pay all or part of any charges incurred.

Damage to the Villa Sankofa's property

We reserve the right to charge guests the cost of rectifying damage, caused by the deliberate, negligent or reckless act of the guest to the hotel's property or structure. Should this damage come to light after the guest has departed, we reserve the right to send an invoice for the amount to the registered address. We will however make every effort to rectify any damage internally prior to contracting specialists to make the repairs, and therefore will make every effort to keep any costs that the guest would incur to a minimum.

Removal of property from the Guest House

We reserve the right to charge guests the cost of replacing any items that are removed from the premises by them without consent. The charge will be the full replacement amount of the missing item, including any carriage charges. Should the fact that the item is missing come to light after the guest has departed, we reserve the right to make a charge to the guests credit / debit card, or send an invoice for the amount to the registered address.

Inappropriate behaviour

It is the Guest House policy that all our guests have the right to be treated with dignity and respect and as a responsible host we believe that we have a duty to our guests to protect them from inappropriate behaviour. Should any actions by a guest be deemed inappropriate by the Owner/ Manager, or if any inappropriate behaviour is brought to the attention of the Owner/Manager, the Guest House reserves the right, after any allegations have been investigated, to take action against the guest. Depending on the severity of the guest actions, the Police may become involved at the Guest House discretion, or guests may be asked to leave the premises.

Lost / Damaged property

Should any guest lose any belongings during their stay or incur damage to their property, the provision of the Hotel Proprietors Act 1956 will apply. If we find any lost property, we will make every reasonable effort to locate the owner and return it, but if we cannot locate the owner and an item is not reclaimed within 3 months of the guest's departure it will be disposed of by the hotel.

Payment Terms

Sorry, we do not accept Credit Cards.

Check in / Out times

Check in and Check out times are explained when bookings are made. Any extension to the check out time, either pre-arranged or as a late departure, may incur a charge upon departure.

Vehicles

All vehicles are parked at the owners' risk. Should a problem occur with a vehicle in the Guest House car park, the Guest House cannot accept any liability. If a vehicle is left in the Guest House car park for more than 8 hours after the guest has departed without the consent of the Guest House, the Guest House reserves the right to remove the vehicle at the owners' expense.

Nothing in these terms or conditions shall limit or restrict the guests' legal rights as a consumer.

Child Policy

Future Inns recognize children as being 12 or under. Please be aware that individuals over 12 will be classed as adults and charged accordingly on arrival.