

TERMS & CONDITIONS

Check in/Check out

As a small business we are not able to offer the late check in facilities of a larger hotel/B&B.

We therefore do not accept arrivals after 7pm (unless previously advised and agreed before booking a room). If you book through a third-party website this information is mentioned in the copy under 'Special Instructions'.

Our check in times are between 3pm – 7pm. If you arrive or are expecting to arrive before 3pm and have not advised us beforehand we may not be here (we are only a husband & wife team). We will however be happy to try and arrange earlier check in (within reason) if you let us know in advance.

Please however do not book a room if you think you will be arriving after 7pm as we may not be available to check you in but you may still be liable for the cost of the room.

Check out is by 11am – and as a courtesy to incoming guests we ask you to respect this check out time to allow us to prepare the rooms for new arrivals

Cancellation Policy

We require 72 hours' notice of cancellation and as our check in closes at 7pm the cancellation should be received in writing by 7pm 72 hours prior to arrival date (i.e. if you are booked in on a Friday you need to inform us of your cancellation by 7pm on the Tuesday).

If you cancel with less than 72 hours' notice we reserve the right to charge you the full cost of the stay per room per night and this cost will be deducted from the card details provided on booking.

Please note that during Graduation Week (usually mid-July each year) in Canterbury the Cancellation period is changed to 7 days' notice of cancellation due to high demand for rooms. All rooms booked during this particular week will require a 50% non-refundable deposit which will be taken 28 days before arrival date.

You must check that you are happy to accept the cancellation terms before booking a room as you will be legally bound by these terms no matter what the circumstances of any cancellation. We respectfully advise therefore that guest take out appropriate insurance to cover all eventualities.

Cancelled rooms at short notice mean we are unlikely to be able to resell the rooms which would then result in a financial loss to us as a small business so we trust guests understand and accept that our cancellation policy is fair.

Children

The White House is an adult only B&B. This means we do not offer any accommodation for any child under 16 years. So, we are not able to accept bookings for parents with babes in arms or toddlers.

On making a reservation with us therefore you accept that this is our policy.

Rooms

Room rates are per room per night based on a maximum of two guests per Double Room and one guest in the Single Room. Any extra persons staying overnight not included in original bookings will incur an extra charge (in the case of a Double Room sold with a Single Occupancy Rate).

Two guests staying in the designated one-person Single Room will incur a £50 surcharge.

Please be aware that bringing an extra person overnight into our B&B without our knowledge could jeopardise the safety of our other guests (in the event of a fire for example if we are not aware of who is in our building) and may result in us asking you to leave immediately.

To secure a room reservation, we take credit/debit card details. If these details are unverified or incorrect we reserve the right to cancel your booking. Card details will be used in the event of a no-show, losses, damages incurred whilst you are here or for cancellations not within our cancellation terms.

Card information is stored securely and is PCI DSS compliant.

If for any reason we have to cancel your reservation ourselves you will be offered a full refund where applicable. The White House will not be liable for any losses, expenses or costs incurred by you as a result of us having to change or cancel the reservation.

Non-Arrival

Non-arrival (no shows) will be charged the full cost of the stay for each room for each night.