

Acorns & Lawns Cancellation Policy

We respectfully remind guests that by making a reservation and accepting accommodation by telephone, e-mail or in writing constitute a legally binding contract between themselves and Acorns & Lawns Guest House.

In the event of cancellations, alterations or reduction in the number of nights before or after your arrival we have the right to ask you for a further payment to compensate us for our loss.

This cancellation policy covers all cancellations without exception and we will make charges accordingly to the customer's credit or debit card.

We will charge up to 100% of the balance as follows:

29 days or more prior to date of arrival	- no cancellation charge
28 - 15 days prior to arrival	- 60% of total balance
14 days - day of arrival	-100% of total balance
Non-cancellation or "No show"	-100% of total balance
Alteration to number of nights after your arrival	-100% of total balance

For your protection, we recommend that all guests obtain suitable Travel Insurance to cover themselves in the event of a late cancellation.

We trust that our guests will consider this to be a fair and reasonable policy and confirmation of a reservation shall imply acceptance of these terms.

Why this cancellation policy

Acorns & Lawns is a small guesthouse with a limited number of rooms. By taking your reservation, we agree to keep a room or rooms available to you, to the exclusion of all others, for when you requested it. In return, we rely on customers who have made reservations in advance to give us fair notice of cancellation.

A room cancelled in a hotel amounts to a very small percentage of the total capacity of that hotel and therefore any cancellation has little effect on their overall business for any particular day. In the case of a guesthouse, a cancellation represents a far greater proportion of their business and in the case of Acorns & Lawns Guest House; it represents 20 – 25% of our capacity, depending on the type of room cancelled. As a small business, Acorns & Lawns would not like to find that income is suddenly to be lost due to a cancellation through no fault of the proprietors.