



a bespoke luxury stay

Terms and Conditions

Check-in: Strictly from 16.00 (4pm) – 21.00 (9pm). Check-in times outside of these must be agreed with us prior to arrival. Please do not arrive before this time as the B&B is closed to non-residents (i.e. those yet to check-in).

Check out: 11.00 am

Adults only: Piglets is an adult-only B&B and we only accept over 18's.

Groups: We do not accept bookings for hen or stag parties. Group bookings of four rooms will be required to pay for the fifth room, therefore making the whole B&B exclusive for the group.

Occupancy: Our bedrooms are for a maximum of two people.

Visitors: Visitors are not allowed on the premises or use of the facilities unless agreed by us

Pets: We are sorry but do not accept dogs at the B&B. We have two of our own rescue dogs who are usually around although not allowed in the bedrooms or guest lounge. If you have an allergy to dogs or a dog phobia, we will do our best to accommodate you but it may be best to choose an alternative, dog free B&B.

Smoking or vaping is not allowed in bedrooms or guest areas, however, our Havana cabana and French Patio are provided for smokers to use.

Your own food and drink: We respectfully request that any drink brought to the B&B is only consumed within the confines of your bedroom and not consumed in the licensed public areas such as the patios, swimming pond, games room or guest lounge/breakfast room etc. We do not allow the consumption of food in the bedrooms. We are always happy to provide plates, cutlery and napkins for use at one of our indoor or outdoor tables.

Honour bar: Purchases from the honour bar can be consumed anywhere on the premises including within your room or on the patios.

PLEASE NOTE: For safety, glasses are not allowed around the pool area or in the pool. Plastic glasses can be found in the Boot Room.

Parking: We have private parking on site for guests (each with one space per room) and 1 visitor space. All vehicles and their contents are left at the owner's risk and we can accept no liability for loss or damage to vehicle and/or its contents. For guests staying in one room but arriving in two vehicles please note we cannot guarantee on-site parking availability for both vehicles.

Spills and breakages: Accidents happen. Guests are requested to inform us immediately of any spillages or damage in their room. It is much easier for us to clean or repair if we know straight away but we reserve the right to charge for repairs or making good if damage is significant or for lost revenue if we are unable to rent the room due to damage.

Lost Keys: On check in, you will be issued with a credit card style key which opens your bedroom and all other permitted areas where we have security doors. It is your responsibility to ensure safety of your key card at all times and return it at the end of your stay on check out. Failure to do so, or to return within 7 days, will be subject to a minimum lost key charge of £25.

Use of gym: All gym users must book and complete a health questionnaire prior to using the gym and observe the rules posted inside the gym. You will be given a specified time to use the gym (max. 1 hour) and we ask that you wipe down the equipment before leaving the gym for the next guest and return equipment to its original place. Please ensure you ask a member of staff if you do not know how to work the machines or weights. We cannot accept any liability for injury caused.

Sauna: Sauna sessions are to be booked and are charged at £15 per session of 45 mins, max. two guests. Complimentary water and towels are provided. A health questionnaire must be completed prior to use (sauna rules apply).

Games room: we ask that guests respect the equipment in here and we reserve the right to refuse entry, restrict access or charge for damage as per our [spills and breakages](#) section.

The pool is closed after 9pm and no swimming is permitted.

Noise: We ask that all guests respect other guests and our neighbours and keep noise to a minimum after 10pm. We reserve the right to ask a guest to leave immediately (without recourse to a refund) if they cause a disturbance or indulge in anti-social behaviour

Welfare of us and our guests: We have a separate Covid-19/Social Distancing policy which is on our website and will be sent to you before you arrive. We reserve the right to refuse entry to anyone who, in our opinion, shows signs of being unwell. We reserve the right to retain any deposit paid if we refuse entry for this reason.

Payment: For group reservations we ask for a 25% deposit which is non-refundable unless cancelled by us. Stays of 3 nights or more will incur a 25% non-refundable deposit. All bookings made via our website are subject to a 25% deposit in any event and we reserve the right to retain all or part of this depending on the type of booking and subject to the above.

Cancellations/refunds: Bookings, other than above can be cancelled up to 48 hours before your stay for a full refund. Thereafter the deposit is retained. Should you need to curtail your stay and leave earlier than planned, the total value of your entire stay will still be due.

Vouchers: Vouchers are valid for 12 months from date of issue and will automatically expire if a booking has not taken place within that time. They are not redeemable for cash and no change can be given. Our minimum stay and current terms and conditions will apply. Bookings are subject to availability and any increases in pricing during the 12 month period.

Circumstances Beyond Our Control: We cannot accept responsibility for unforeseen circumstances beyond our control. These include (but are not limited to) adverse weather conditions, fire, riot, war, pandemic, terrorist activity (or threat of such activity), industrial dispute, natural disaster, or injuries and death of an individual(s) through accidental circumstances unconnected with Piglets Boutique B&B Ltd.

PIGLETS BOUTIQUE B&B LTD

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