

BOOKING POLICY – 19 STATION ROAD, HENLEY ON THAMES RG9 1AT

<u>TYPE</u>	<u>DEFINITION</u>	<u>POLICY</u>
NORMAL BOOKING	BOOKING MORE THAN 24 HOURS BEFORE STAY	• NORMAL BOOKING PROCEDURE [SEE BELOW]
SHORT NOTICE BOOKING	BOOKING LESS THAN 24 HOURS BEFORE STAY	• SHORT BOOKING PROCEDURE [SEE BELOW]

NORMAL BOOKING PROCEDURE

1. Payment to the B & B Manager at the front door is **strictly prohibited**.
2. Supplying of Guests information to the B & B Manager at the front door is **strictly prohibited**.
3. Extra Guest Stays overnight are **strictly prohibited**.
4. Extra Guests Visits to the property are **strictly prohibited** unless prior agreed at least 24 hours before the visit.
5. Guests will not be allowed into 19 Station Road unless the B & B Manager has already received **confirmation** that Payment received **in full** by booking agency or **in full** in the bank account of Lemoy Ltd.

SHORT BOOKING PROCEDURE

1. Payment, in Cash only, to the B & B Manager at the front door is allowed.
2. Supplying of Guests information to the B & B Manager at the front door is allowed.
3. Extra Guest Stays overnight are **strictly prohibited**.
4. Extra Guests Visits to the property are **strictly prohibited**.
5. Guests will be allowed into 19 Station Road but will be asked to leave immediately if the B & B Manager is not immediately supplied with the following details: -
 - a) Name
 - b) Email address
 - c) Mobile phone number
 - d) Home address
 - e) Other details, if required by Gov.uk