

Titchfield Guest House Terms and Conditions

Titchfield Guest House
9 Queen Street, Port Antonio, Portland
Email: titchguesthouse@yahoo.com
Phone: 876-603-9437

Please ensure you read and fully understand these booking terms and conditions. If anything is unclear, please contact us so we can explain in further detail to avoid any misunderstandings.

Bookings at Titchfield Guest House are subject to the following terms and conditions, which are for the rental use for lodging purposes, as well as other goods and services rendered for its guest(s).

- Anyone using our service, or site, must follow these terms.
- You agree to not use the Platform to cause a nuisance or make any fake bookings.
- You agree to use the Platform for its intended purpose of booking only.
- A contract between you and the owner will come into existence when payment is received, and a booking confirmation is issued showing the confirmed dates. The contract binds you & all the members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.
- A 25% deposit of the total reservation cost is payable at the time of booking. Reservations made less than 24 hours before your arrival date can be paid in full, or at the time of check-in, plus all applicable tax.
- All cancellations must be notified in writing at least 48 hours prior to start, by emailing us at titchguesthouse@yahoo.com. If you cancel your booking less than 48 hours before it is due to start, then your deposit will be forfeit. If you cancel less than 24 hours before the booking, then the full balance remains due and is not refundable.
- Your booking will not be canceled by the owner except in exceptional circumstances beyond our control. Notification will be given of the cancellation as soon as possible and we will promptly refund all payments made for your booking. Our liability for cancellation will be limited to payments made to us.
- Upon arrival, temperature checks are conducted.
- Guest(s) agrees to be respectful and behave appropriately to the Titchfield employees and or other guests.
- Guest(s) agrees to comply will all applicable laws.
- Guest(s) will contact the front desk with all queries.
- Guest(s) will not and should not at any time accept a Titchfield employee's personal phone number and or use their personal phone number to discuss and do business regarding Titchfield at any time; prior to, during, and or after stay.

- Guest(s) booking the room must be present and show government-issued identification.
- All bookings paid for by credit/debit card must be presented with a government-issued identification by the person booking and lodging at the guest house.
- Expired identification will not be accepted.
- Bookings cannot be done for someone else.
- You must be twenty-one or older to book a room, anyone under the age of twenty-one must be accompanied by an adult.
- Guests are responsible for the safety and security of their children at all times. Never leave children without adult supervision.
- The owner reserves the right to refuse a booking without giving any reason.
- Tenancies normally commence at **3:00 pm** unless otherwise agreed and guests are required to vacate the rental by **11:00am** on the day of departure. This allows the accommodation to be thoroughly cleaned and prepared for incoming guests.
- No pets, vaping, or smoking is allowed anywhere inside the premises and will result in immediate termination of occupancy and forfeiture of all payments. This must be strictly adhered to, and any damage or extra cleaning caused by pets or smoking will be at your expense of you.
- In making a booking you accept responsibility for any theft, breakage or damage caused by you, pets or any member of your party and agree to indemnify us in full for any loss that we may incur as a result.
- No parties or events is allowed in any room. The maximum number of persons using the accommodation at any time must not exceed (**the room limit**) and only those listed on the booking form can occupy the room.
- We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition and any condition.
- If you have a visitor(s) during your stay, you may not exceed your room limit and you may be subject to an additional fee per guest, per night. Additional persons added must be requested in writing and approved in advance.
- We or our representatives reserve the right to enter the room at any time during an emergency and or for inspection purposes.
- We reserve the right to enter a room to undertake essential maintenance with prior notice.
- Please treat the facilities & accommodation with due care so that other guests may continue to enjoy them. If you notice something is missing or damaged in your accommodation, please let us know immediately so that we can take the appropriate action. If there has been any damage or breakages during your stay, it must be reported promptly, especially before check-out. The accommodation will be inspected at the end of your stay & you may be charged for any loss or damage.
- Please do not move any furniture around and or from one room to another.
- Please lock the doors and close the windows when you leave the property unoccupied.

- Please make sure you switch off lights, heating, air conditioning, or any electrical appliances when you go out – we're an eco-friendly guest home.
- Please don't take any bath towels with you to the beach. Any damage or missing items will result in a charge.
- Trash removal can be requested by contacting the front desk during normal business hours 9 am - 6 pm Trash that will create a bad odor should not be stored/ kept in guests' rooms for long periods. Please contact the front desk for immediate removal.
- Guest can request linen changes, and or room cleaning. Please do so during normal business hours, a window of time will be given of availability.
- The owner reserves the right to make a charge to cover additional cleaning costs if the client leaves the property in an unacceptable condition.
- No compensation will be given for any temporary outage of electricity, gas, water, internet connection, or television service.
- The owners are not responsible for the loss of any personal belongings or valuables of the guest.
- All inventory must remain on the property and not be taken off the property.
- Parking – street parking only.
- Please respect the community and try to keep noise levels to a minimum, especially between 11 pm and 8 am.
- We reserve the right to terminate a booking without compensation where the unreasonable behavior of the persons named on the booking (or their guests) may impair the enjoyment, comfort, or health of others.
- Candles are not allowed inside the guest house/rooms.
- Check-out time is 11:00 am, keys should be dropped at the front desk by an attendant, if the attendant is not present, the keys should be placed in the drop box. Please note that if any keys issued are not returned at the end of your stay, then the cost of replacement will be charged to you.
- Any problem or complaint must be immediately reported directly to us/ the front desk attendant, property manager, and or security. Any complaints not reported to us/ the front desk attendant, property manager, and or security at the time and only reported after your stay has ended will not be considered by the proprietor.
- We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.
- Titchfield Reserve has the right to enforce any rules and regulations for the safety of its employees and or guests.
- Titchfield reserves the right to make any amendment to our terms and conditions without notice.
- This property is privately owned, we expect all guests to enjoy the facilities and treat the property with the respect.

Thank you
Titchfield Management