

Terms and conditions

The terms and conditions set out below become applicable when you reserve a room at Rivendell Guest House either via the website, our booking partners or verbally, so we advise you read them carefully. Please note, any booking made either verbally or in writing constitutes as a binding contract.

You must be at least 16 years old to make a reservation.

You are required to pay a deposit via debit or credit card to secure your booking. We will confirm our acceptance of your reservation by sending an e-mail to the e-mail address that you provide during the reservation process. Please read the confirmation carefully, if you think there is a mistake or you require any changes, please contact us immediately.

If you would like to make a group booking, please ring Rivendell Guest house direct on 017687 73822 to check availability.

Your right to cancel

If you need to cancel your reservation, the deposit is non-refundable.

We are happy to deduct the paid deposit off any future booking made in the same calendar year. It is important to contact us as soon as possible regarding your cancellation, enabling the room to be re-let.

Events outside our control

We may need to cancel your reservation if an event outside our control (including fire, flood, explosion and failure of power and/or water supply's or emergency evacuation) means that we are unable to make your room available to you.

We will not be liable or responsible for any failure to make a room available that is caused by an event outside of our control.

Damages and breakages

Guests must be aware that they are liable for any damage or breakage of property at Rivendell Guest House and is responsible for the cost of replacement or repair to the full value. This includes soiling of bedding, mattresses, carpets and curtains.

Towels are supplied for the use of drying yourself only and not to be used for removing makeup, false tan or any cosmetic that will damage, discolour or stain.

Lee and Deb are inviting you to stay as guests in their family home and hope you would respect their property as you would your own.

Dog rules

Well behaved dogs are welcome in Room 1 but only by prior arrangement and when booked over the phone.

Dogs must be well behaved and the owner is responsible for stopping their dogs from barking at all times.

Dogs must be on a lead when entering Rivendell guest House. Dogs are not permitted in the dining room.

Please bring you pets bedding, blankets and towels. You are expected to dry wet dogs at the entrance of Rivendell Guest house before entering the hallway.

Dogs are not to be left alone in the bedroom at any time except breakfast providing your dog is in a crate. (Crates can be made available by prior arrangement). Other options available are to leave your dog in the car during breakfast or we can do a split breakfast shift if suitable.

Dogs can feel unwell or become anxious in new surroundings which may lead to accidents. Please inform us immediately for cleaning.

The dog owner will be liable, should any damage be sustained in Rivendell Guest house and subsequent fees will be charged if any industrial cleaning, repair or replacement is required.

Complaints procedure

If you're unhappy with any aspect of your stay at Rivendell Guest House, please speak to Deb or Lee or e-mail info@rivendellguesthouse.com and we will try our best to try to resolve the issue.

We would like all of our guests to have a positive and memorable stay with an excellent customer experience.