

Booking and Cancellation Policy

Bed and Breakfast, Aylesbury B&B - Ardenwood

Before proceeding with any booking please familiarise yourself with our terms and conditions including our cancellation policy outlined below.

All the rooms have exactly the same amenities and furnishings, whether they are en-suite or not, including writing desk, free wireless internet access, 32" televisions, tea trays, robes, and toiletries.

(Continental breakfast is included in the price and also comprises eggs, any style, cooked to order. Full cooked English breakfast is available on Saturday and Sunday mornings only and can be ordered for an additional £4.95 per person.

To make a booking please e-mail us or phone us on 01296 484482 as we do require a valid debit or credit card to secure any booking.

A £10.00 non-refundable deposit per room per night will then be debited from your card to secure the booking. The deposit amount is then deducted from the final bill.

No card charges apply to the initial deposit.

We do not accept Cheques or Bank Transfers for the deposit or final payment.

Alternatively, the full amount can be paid when making the booking. (There is a card payment charge of 3% for credit cards and 1.5% for debit cards.) For those understandably wishing to avoid the card payment charge and pay the balance by cash, there is an HSBC cash machine across the road from Ardenwood.((

(The following information is required to make any booking (whether by email or by phone):(((

1. The names of all the people in each room and their title.
2. A valid payment card number , debit or credit (any except Diners Club or American Express)
3. Valid from date (OR issue number) and the expiry date on card
4. The last 3 digits on the back of the card.
5. If you will be requiring a receipt, please specify who you want the invoice made out to- your name or your Company’s name.
6. Please specify if you wish to pay the full bill at this time or simply the deposit. (
7. Please advise us how you wish to pay the balance (cash, debit or credit card) so that we can prepare your invoice with the correct details for you.
8. Mobile phone number (should we need to contact you en-route) (and a landline.
9. Your estimated time of arrival. Rooms are available between 4pm and 9pm., unless special arrangements are made.

(Please bear in mind the Reception desk is staffed for CHECK -IN BETWEEN 4pm AND 9pm only. Unless guests pre-arrange a later arrival time, staff close reception at 2100 hrs. Access to the premises after this time can not be guaranteed. Please phone us if a later arrival is anticipated. (

Once we have received the above information we will email you with a confirmation. ((

We kindly ask that guests settle their bill on arrival at Ardenwood Bed and Breakfast , when they check-in.

Paying your bill during the busy breakfast period may cause you delays when there is insufficient staff to man both the dining area and the reception desk in early morning.

(All guests are required by law to complete a registration form on arrival and will also be asked to produce a form of I.D. This is in keeping with the Immigration (Hotel Records) Order 1972 (as amended) and applies to all accommodation providers .

For your peace of mind, the premises are secured with coded electric gates (open automatically during normal reception hours) and CCTV cameras are in constant operation throughout the grounds and in all public areas of the house.

Guests are reminded that despite the efforts of the proprietors to safeguard the property of guests with these added measures, the proprietors' liability is limited as outlined in the Hotel Proprietors Act 1956.

Guests are free to come and go once they check in. Unlike some Bed and Breakfasts we do not have time restrictions once guests have received the keys. All we ask is that guests who return to Ardenwood after 2300hrs do so quietly so as not to disturb other guests.

Anti-social behaviour of any kind, including disruptive, loud, drunken guests will result in the accommodation contract being terminated immediately and guests will be required to leave without refund or negotiation.

Please also see our Questions and Answers page on the Ardenwood website should you have any questions that this page may be able to clarify. Of course, we are also always happy to answer any additional queries that customers may have that are not represented on the Q&A page. (

Please read the CANCELLATION POLICY which follows before booking.

CANCELLATION POLICY:

Any cancellations by the client must be made by phone. We do not accept cancellations made by email alone. The date from which the cancellation applies will be the day the cancellation notice is received by Ardenwood.

Once a reservation is made any changes, such as a reduction of days or changes of dates or rooms, is deemed a cancellation and the standard cancellation charges shall apply.

The person who offers their card payment details to secure the booking shall be fully liable to Ardenwood Bed and Breakfast for the final balances of all rooms secured.

For example, if you book 3 rooms (1 for you and 2 further rooms for 2 friends) and offer Ardenwood the deposit for each room, you will be liable for the entire cost of each room, should the other guests fail to comply with our cancellation terms. Your card will then be debited for the full amount owed.

Should the client need to cancel or change a confirmed booking for any reason, the following cancellation charges will apply:

For bookings of between 1 -2 consecutive nights we require a full 3 days (72 hours) notice from 4pm on the check-in date, otherwise the full cost of the stay applies and will be deducted from the payment card offered at the time of booking.

For bookings of between 3 -5 consecutive nights, we require a 7 full days (168 hours) from 4pm on the check-in date, otherwise the full cost of the stay applies and will be deducted from the payment card offered at the time of booking.

For bookings of between 6-9 consecutive nights we require 14 days notice from 4pm on the check-in date otherwise the full cost of the stay applies and will be deducted from the payment card offered at the time of booking.

For bookings of 10 or more consecutive nights we require 31 days notice from 4pm on the check-in date, otherwise full cost of the stay applies and will be deducted from the payment card offered at the time of booking.

For bookings of non-consecutive days (example: 2 nights booked one week then 3 nights booked the next week), each group of days booked is treated as a separate booking and the relevant cancellation policy for each booking will apply.

The deposit is non-refundable and non-negotiable.

Clients failing to arrive within 24 hours of the first day of visit and having omitted to inform Ardenwood of their delay shall be considered to have cancelled their booking and the standard cancellation charges shall apply.

Guests are advised to take out travel insurance.

If you require any further information, or wish to make a booking enquiry, please Call 01296 484482 or Email us