



# THE BAR CONVENT

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Living Heritage Centre

## Staying with Us Terms & Conditions

For any queries relating to our terms and conditions, please don't hesitate to contact our Guest House Manager on 01904 464 902.

You can [book with us online](#).

### Booking and Payment

Bookings can be made by telephone, fax, e-mail or online. To confirm a booking we ask for a deposit, which is the cost of the first night's stay. A confirmed booking represents a contract between the Guest and The Bar Convent.

Accounts must be paid by the end of your stay with us. The following methods of payment are accepted:

- Cash
- Credit/Debit cards
- Sterling traveller's cheques (no change given)

All prices include VAT at the current rate.

### Cancellation Policy

Regrettably, policy like the vast majority of UK accommodation providers, we have to operate a cancellation to discourage late cancellations. Our policy is as follows:

In the event of a cancellation, if a guest notifies the Guest House 28 calendar days before the first night's stay, the deposit is refundable. Thereafter, 50% of the deposit will be refunded if a guest notifies the Guest House 14 calendar days before the first night's stay. No refund will be provided for cancellations made within 14 calendar days of the first night's stay. All cancellations must be made by telephone or email, and acknowledged by a member of staff to be valid.

We strongly advise customers to buy travel insurance when travelling.

### **Check-in and Check-out Times**

Check-in is from 3pm.

When you have finalised your travel arrangements, we'd be grateful if you could advise us of your time of arrival by telephoning the Housekeeper's Office on 01904 464 902 during office hours (9am – 5pm) - or leave a message on our answer phone, and we'll call you back to confirm.

If you arrive after 5pm, the front door may be locked for security reasons. Please ring the door bell located on the left hand side of the door and our Evening Receptionist will welcome you. After check-in, you'll be given a key that enables 24 hour access via a side door on Nunnery Lane.

Guests are requested to vacate their rooms by 10am on the day of departure.

To maintain high standards, all rooms are checked when you leave. Guests will be responsible for any items found to be damaged, missing or soiled at the end of their stay.

Luggage storage is available on the day of departure at no additional charge. Please ask at reception.

### **Group Bookings**

In the case of group bookings, a bond will be required (i.e. valid credit card details or a sum of £100). This money will be refunded at the end of the visit, provided the Housekeeper is satisfied with the condition of the allocated rooms. Any accidental damage that requires attention will be charged at commercial rates.

*Please note that we do not accept bookings from stag or hen parties or similar groups.*

### **General Conditions**

For the comfort of all our guests, The Bar Convent is strictly **NO SMOKING** in any part of the building.

No pets are allowed, except guide dogs. Please contact us to discuss arrangements for guide dogs before booking.

### **External Painting (16 April – 24 August 2018)**

Please note that as part our conservation programme to maintain the high standards of our historic house, external painting work will be taking place at various times between 16 April – 24 August 2018. This is expected to have *no* impact on the enjoyment of your stay at the Centre whatsoever – however, small sections of scaffolding may be seen on the outside of the house to enable access to high areas. Some painters will be working outside during business hours midweek.

### **Directions**

The Bar Convent is located just outside the Micklegate Bar on the South West side of the city of York with good motorway links from the M1 and A1. If approaching the city from the south, east or west the A64 and A1036 are the roads to follow.

From the north, use the A19 and A59, then the York Ring Road to avoid the city centre. You will then follow the A1036 into Micklegate Bar.

From the A1036 follow the signs for York Race Course, which you will pass on your right hand side, and then follow the signs for the railway station until the city walls/Micklegate Bar are directly in front of you. At the traffic lights the Bar Convent will be on your right. To park turn right at the traffic lights and then left into the nearest car park on Nunnery Lane.

### **Car Parking**

We do not have our own car park, but pay-and-display parking is available directly adjacent to the convent on Nunnery Lane.

### **Breakfast**

Breakfast is served in the café from:

7.45am – 9.30am Monday – Friday

7.45am – 10am Saturday

8.15am – 10am Sunday and Bank Holidays

A full English or a continental style breakfast is included in all room prices, and is served each morning in our café.

### **Evening Meals**

We have kitchen facilities available for guest use on the second floor.

You can also pre-order a cold plated meal (either a salad or sandwiches) before 2pm by contacting our Housekeeper on 01904 464 902. This will be placed in the fridge in the kitchen on the second floor for you. This service is available Monday to Saturday, but not Sunday.

### **All prices include VAT at the current rate.**

By reserving a room, you are understood to have accepted these Terms and Conditions. The Management of The Bar Convent accept no liability for the loss of personal possessions whilst on the premises.