

Terms & Conditions

1. CANCELLATION POLICY

1.1 If cancelled, modified later or in case of no-show, the 50% charged during the booking process you will not be refunded.

2. PETS

2.1 Pets are not allowed (with the exception of guide dogs).

3. PARKING

3.1 Free private parking is possible on site (reservation is not needed).

4. MEALS

4.1 No meal is included in the accommodation price.

5. CHECK-IN & CHECK-OUT

5.1 New arrivals can check into their rooms after 2pm each day.

5.2 We do require that some form of valid photo identification is presented upon check in, preferably a Passport, I.D. card or driving licence.

5.3 Check out is until 11am.

6. COMMUNAL SPACES

6.1 Facilities are available for use by all guests 24h. You can not do noise after 12h

6.2 Please be advised that only persons over the age of 18 can stay at the hostel without parental supervision.

7. BOOKINGS

7.1 A 'booking' means any order for our products or services that is accepted by us.

7.2 To confirm your reservation it's going to be required a deposit of 50%.

7.3 Final balance will be paid directly to the guesthouse in cash on arrival.

8. PRICES

8.1 All published rates include VAT where applicable (and local taxes) at the current rate.

8.2 Accommodation rates are per room per night.

9. PERSONAL PROPERTY

9.1 It is the guest's responsibility to ensure that their personal belongings are secure at all times.

AnchorHouse accepts no liability for the loss, theft or damage to property however sustained or caused. Guests will be expected to reimburse AnchorHouse for any damages caused by inappropriate behaviour during their stay at the AnchorHouse premises.

10. LOST PROPERTY

10.1 Lost property will only be kept for 15 calendar days at AnchorHouse, if it is not collected within 15 calendar days, it will be donated to a local charity.

11. GUEST BEHAVIOUR

11.1 The comfort, safety and security of our guests is of paramount importance. Any guest(s) who, in the opinion of our staff, compromise the comfort, safety or security of other guests, staff or local residents will be requested to leave the guesthouse premises and will not be offered a refund.

Guests are expected to respect other guests, staff, local residents and property. We reserve the right to charge guests the cost of rectifying damage, caused by the deliberate, negligent or reckless act of the guest to the guesthouse's property or structure. Should this damage come to light after the guest has departed, we reserve the right to send an invoice for the amount to the registered address. We will however make every effort to rectify any damage internally prior to contracting specialists to make the repairs, and therefore will make every effort to keep any costs that the guest would incur to a minimum. We reserve the right to charge guests the cost of replacing any items that are removed from the premises by them without consent. The charge will be the full replacement amount of the missing item, including any carriage charges. Should the fact that the item is missing come to light after the guest has departed, we reserve the right to send an invoice for the amount to the registered address.

11.2 Smoking is not permitted anywhere inside the AnchorHouse premises. Any guest found smoking within the building will be charged a fee of €250.00 in order to cover the extensive cost of restoring the room to a smoke-free condition. Further failure to comply will result in the guest(s) being asked to leave the premises immediately and will not be offered a refund. A smoking area and ashtrays are provided in our garden and outside the building.