

Terms & Conditions

All payments paid at the time of your booking, either via the Internet or telephone are non-refundable and are explained before taking your card payment details.

Bookings cannot be amended to lessen the nights without the full amount being due , nor do we transfer bookings to other parties or other dates. All payments due will be collected from your credit/debit card details given to us at time of booking. Confirmation will be made by email (post if not available) within 24 Hrs. It is the customers responsibility to contact us if this is not received..

We are advertised as an exclusively adult accommodation, bookings are made with this in mind, sadly presentation of children on arrival for a booking will result in the booking being cancelled with all monies still liable and collected from the card given at time of booking.

Our Check in is purely self check in, arrival after 3pm only. For Bookings of more than one room, the cardholder is responsible for all rooms contained within the booking , I.E. Damages, Smoking in room and all unsociable behaviour. Damages will be collected from the credit/ Debit card on file.

We are a totally non-smoking establishment (This includes Electronic/Vapour devices), it is illegal to smoke in a public building. The Swanage Haven reserve the right to eject guests who smoke in rooms. A charge of £50.00 is payable for deep cleaning if smoking is detected in our rooms , if the room is not suitable for the next letting, due to damage or smoke issues, the cost will be born by the responsible card holder, including loss of revenue until the rooms is made good. All payments will be collected from the credit/ Debit card on file.