



# Staying at West Winds – Information for Guests

**If you are planning to stay at West Winds, please read this information...**

## **Rooms**

We have one double and two single rooms. All rooms have a TV and a hospitality tray. We do not have ensuite rooms at West Winds but each room has a washbasin and a shared bathroom (with a bath) is close by. The maximum number of people we can accommodate is four, regardless of how small some of them might be! We cannot take dogs – our cats won't allow us.

## **Prices**

Bed and breakfast is normally £29 per person for the first night, falling to £24 for subsequent nights. Single occupancy of our double room costs £34 for the first night, falling to £29 for subsequent nights.

## **Extras included**

When you arrive we'll greet you with a pot of tea and home-made cake in our tearooms and in your room you'll find complimentary Whitaker's chocolates and organic fruit.

## **Check-in and check-out times**

Our normal check-in period is 4pm-7pm. If you would like to check in earlier, please contact us in advance so we can have your room ready. Similarly, if you anticipate checking in after 7pm, please let us know. Please note that all members of your party need to follow this check-in procedure. Check-out time is by 10am.

## **Evening meals, breakfast and packed lunches**

We can offer guests an evening meal but last orders for residents is 7pm because we are mainly a day-time tearoom. If you do opt to take an evening meal in our tearooms, you are welcome to bring your own beer or wine – we can provide glasses! There is also a small licensed restaurant in the village (booking required, 01756 760257) and three or four pubs within 2 miles. The Buck Inn in the village itself is serving drinks only at the moment and it is not clear if this position will change during 2012.

After 7pm we operate an emergency sandwiches service, but only if all other options have been exhausted.

A wide range of breakfast options are served between 8am and 9am. Please note that because we run a busy tearoom, we operate on a rather fixed timetable and cannot serve breakfast outside these times under any circumstances.

Packed lunches – including home-made cake – for the following day can be ordered on arrival. They cost £5.20 per person.

There is also a special offer for Full Board at West Winds. You can enjoy an evening meal (last orders 7pm) and a packed lunch the following day, as well as tea and cake on arrival and breakfast, for the all-inclusive price of £46 per person. Full Board must be booked in advance.

### **Health and safety**

For the comfort and safety of everyone, all guests are required to follow the guidelines described in **Essential health, safety and security information**. This is issued to guests on arrival.

Please note that we run evacuation drills on the premises at various times. If this happens during your visit, please follow the information provided and any additional instructions issued by staff.

### **Payments and cancellation policy**

We ask for a deposit of £10 per person within seven days of a booking being made. We will then confirm your booking and send full information about your coming stay. Regrettably we cannot process card payments on the premises or by phone, nor do we issue bank details for BACS payments. All payments should be in cash, by cheque or through PayPal direct from our website. Cheques should be made payable to West Winds Yorkshire Tearooms with the account holder's address clearly printed on the back. If you need to cancel your booking for whatever reason, please let us know as soon as possible. If you cancel seven days or more before arrival, we will return any payment made in full. Due to the difficulty of filling rooms that become vacant at short notice, however, a deposit of £10 per person is non-returnable for bookings cancelled after this time and the full cost of the first night's stay is due for cancellations on the day of arrival.

### **Further information**

You can find out more about staying at West Winds and exploring the surrounding area on our website at [www.westwindsinyorkshire.co.uk](http://www.westwindsinyorkshire.co.uk) If you have any queries, please contact us at [lynn@westwindsinyorkshire.co.uk](mailto:lynn@westwindsinyorkshire.co.uk) or on 01756 760883.

### **During your stay**

We aim to make your stay with us as comfortable and pleasant as possible. If any problem arises during your stay, or if we can help in any way, please do not hesitate to ask.

*Lynn and Stephen, West Winds Yorkshire Tearooms March 2012*