



Booking a Guest Room or Communal Lounge



Your guide to booking a Sandbourne
guest room or communal lounge

Sandbourne Housing Association
Registered Office: Beech House, 28-30 Wimborne Road, Poole, BH15 2BU
Tel: 01202 671222
Email: info@sandbourne.org.uk
www.sandbournehousingassociation.org.uk

Introduction

We have five guest rooms and two communal lounges in Bournemouth which are available for any Sandbourne residents to book.

This leaflet explains the procedure for making a booking and the conditions that apply.

Any charges quoted may be subject to change.

It is important to note that guest rooms are intended as an extension to a resident's flat, ie equivalent to an en-suite bedroom for visiting relatives and/or friends. They are not intended as self-contained or hotel type accommodation with their associated facilities.

Residents booking guest rooms are responsible for paying for the use of the guest room and for their visitors at all times during their stay.

Where are the guest rooms?

All guest rooms are located in Bournemouth at our 60+ sites. There are three in Stourwood Avenue, Southbourne (two at Woodlands and one at Milne Court), one at the Belle Vue Crescent, Southbourne (Harcourt Grange) and one at Craigleith in Derby Road.

What are the rooms like?

- **Woodlands**
 - The ground floor room at Woodlands has twin single beds and a level access shower.
 - The third floor room at Woodlands is a family room with a double bed, a bed-settee and a level access shower. There is a passenger lift to the third floor.

- **Milne Court**

This is on the first floor and has twin beds with a bath. There is a passenger lift to the first floor.

- **Harcourt Grange**

This is on the second floor and has twin beds and a bath. There is a passenger lift to the second floor.

- **Craigleith**

This is on the third floor and has twin beds and a level access shower. There is a passenger lift to the third floor.

What is/is not provided in the rooms?

The following items **are** provided for guests to use:

- Duvets, pillows, kettle, cups and saucers, toilet paper.

We **do not** provide the following and it is up to guests for arrange their own:

- Bed linen, towels, toiletries, tea/coffee etc.

What else do I need to know about the guest rooms?

- **Food preparation**

We do **not** provide refrigerators or any cooking facilities. Guests should make their own arrangements, with the resident who booked the room, for meals etc. Visitors should not have meals in the guest rooms or use the communal kitchen facilities to prepare or eat meals.

- **Watching TV**

We do **not** provide TVs and we do **not** have TV licences covering any of our guest rooms. The watching of 'live' TV or recording of programmes on laptops or other mobile

devices is not, therefore, permitted in the guest rooms. Notices are displayed in all guest rooms to this effect.

Communal lounges do have a TV (with an appropriate licence). They also have WiFi access but this is only available in the communal lounge locations.

- **Smoking**

Sandbourne has a strict 'no smoking' policy in all of our guest rooms, lounges and other enclosed communal areas and this includes the use of e-cigarettes.

If visitors wish to smoke, they should do so in either the flat of the resident who booked the guest room or away from the building.

- **Pets**

We are sorry but pets are not allowed in guest rooms or other communal areas like lounges, kitchens or laundries. The exception is assistance dogs, but our permission should be obtained at the time of booking the guest room.

- **Car Parking**

On-site car parking is not available for visitors using any of the guest rooms or lounges and vehicles must be parked on the road.

- **Cleaning**

All rooms are cleaned before and after guests use them and we would ask that visitors leave the rooms in the clean/tidy state as they, hopefully, found them.

However, if a room is not clean, or something is broken or not working, guests should ask the resident to report this to us as soon as possible.

Other responsibilities/conditions

Residents are responsible for the conduct of their visitor(s) at all times when occupying our guest rooms.

Residents must be in occupation of their own property during their visitor(s)' stay, ie they cannot go away on holiday themselves whilst they have their visitors staying in one of our guest rooms.

The resident will also be liable for any damage etc that may be caused by their visitors to any guest rooms.

How to book a guest room?

The resident should ring the office on 01202 671222, during normal office hours, to check availability.

Please have a note to hand of which room you would like to book and the arrival and departure dates when ringing.

The maximum booking is normally 14 nights. However, this may be extended (at our discretion) in exceptional circumstances.

More than one room can be booked for the same dates.

If the room is available, it can be booked over the telephone and confirmation details will be sent in the post for the resident to check.

It should be noted that guest rooms are not guaranteed until they have been paid for.

It should also be noted that we cannot guarantee that we can take a booking at short notice (eg 3.30pm on a Friday when the office closes at 4pm) and if the room has not or cannot be cleaned either side of the dates requested.

What happens on the day of arrival/departure?

Rooms are available from 2pm on the day of arrival.

The resident is responsible for greeting their visitor(s) and showing them to the guest room. However, guests can gain

access to the building by pressing 'clear' and then 'call' on the main door entry panel and wait for a response to be let in.

Details of how to obtain the keys to the guest room(s) will be given on the booking confirmation but most rooms have a key safe outside the guest room front door and the resident will be given the code for this. At Craigleith the keys will be available from the front office there.

On the day of departure, the guest room should be vacated by 11am.

Residents should ensure that their visitors have taken all their belongings with them and that the room has been left in a tidy condition.

Sandbourne cannot accept liability for any personal belongings left in the guest rooms, either during or after a visitor's stay.

The keys should be returned to the key safe and the numbers scrambled or, in the case of Craigleith they should be returned to the front office. Failure to return the keys may incur a charge for the resident.

Charges and payment

At the time of producing this leaflet the charge is £20 per room per night (reviewed annually).

Once the confirmation of booking has been received by the resident, the total amount due must be paid before the arrival date. The only exception is where the booking is accepted at short notice and, in this case, the payment should be made as soon as possible.

The resident is responsible for making the payment and not their guest(s).

Cheques should be made payable to 'Sandbourne Housing Association' and posted to the office at Beech House, 28-30 Wimborne Road, Poole, BH15 2BU. Receipts will only be issued upon request.

If you want to pay by bank transfer, please see our 'Ways to Pay' leaflet or ask us for details.

We are sorry but we would not normally accept cash payments.

What if I need to cancel?

Please let us know as soon as possible if you need to cancel a booking.

Unfortunately, our policy is not to make refunds for cancellations, particularly at busy times (eg Christmas and the Bournemouth Air Show week) as other residents may have wanted a room but been unable to book one.

If we are able to re-let the room to another resident, then we may consider a refund in part or whole.

We reserve the right to use our discretion regarding cancellations and refunds, in exceptional circumstances.

We also reserve the right to cancel a booking made by a resident, in exceptional circumstances, where the room is required for an emergency situation or where major repairs are needed. If this happens, then any payment made will be refunded by us.

Booking a communal lounge

We have communal lounges in Bournemouth at Woodlands in Stourwood Avenue and at Craigleith in Derby Road.

No charge is normally payable, but exclusive use is not possible as other residents have the right to use the facilities.

Lounges can be booked, subject to availability, by any resident ringing the office on 01202 671222.

Communal lounges are used for regular clubs etc, but can be booked for birthday parties, wakes, charity fund raiser events, etc at other times. However, they cannot be booked for political or other inappropriate events.

The resident making the booking must take full responsibility for the event and the conduct of the visitors attending, ensuring that other residents are not disturbed. They are also responsible for any damage caused during the event.

On-site car parking cannot be provided for non-residents and visitors must park on the main road.

If food is prepared/refreshments made/supplied, then residents using the kitchen must read our Food Safety and Hygiene Policy and comply with it. The Policy is displayed in the communal kitchens and a copy will be sent to the resident at the time of booking.

The lounge, and the kitchen if used, must be left clean and tidy and all crockery and other items put away.

If you change your mind and no longer need the booking, please let us know.

Need more information?

You can:

Write to us at our registered office:

Beech House, 28-30 Wimborne Road, Poole, BH15 2BU

Email us on: info@sandbourne.org.uk

Telephone us on: 01202 671222

Please note that telephone calls to the registered office number above may be recorded for information and training purposes.

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