

## **F A Q Sunnyside Bed and Breakfast Southport**

Please find attached a selection of frequently asked questions that we receive on a regular basis about The Sunnyside Hotel in Southport. These have been subdivided into generic topics such as, "What is your cancellation policy?" or, "How do I make a payment?"

Therefore, if you have a question pertaining to a given topic please select the most appropriate heading from the list below.

If after reading through your selected topic you still require further clarification please call us on Southport 01704 536521 or please send an email to [info@sunnysidesouthport.co.uk](mailto:info@sunnysidesouthport.co.uk) and we will endeavour to answer your query as soon as possible.

### **Making a booking**

- **How do I book a room at the Sunnyside Hotel Southport?**
- **Do I need to send a deposit in order to secure my stay at the bed and breakfast?**
- **Are family rooms available at the Bed and Breakfast?**
- **What if I need to change the dates of stay at the Bed and Breakfast?**
- **What is your cancellations policy?**
- **How can I make payment?**
- **Are discounts given for group bookings?**

### **Bed and Breakfast Basics**

- **What is a bed and breakfast?**
- **How does a bed and breakfast compare to a hotel?**
- **Will we have our own bathroom?**
- **Can we connect to the Internet from your bed and breakfast?**

### **Breakfast**

- **Is breakfast included in the price of stay?**
- **When is breakfast served?**
- **Can we have breakfast early if we must leave before breakfast is scheduled?**
- **What type of breakfast is served?**
- **Can our special dietary needs (e.g., vegetarian, low-sodium) be accommodated?**
- **Can we have breakfast delivered to our room?**

### **Children and Pets**

- **Does the Bed and Breakfast accept children?**
- **Does the Bed and Breakfast accept pets?**
- **Do pets live at your Bed and Breakfast?**

## Details

- **What time can we check in to the bed and breakfast at?**
- **What if we need to arrive early or leave late?**
- **What if I need to cancel after making a reservation at your bed and breakfast?**
- **Can I use my credit card to pay for the room when I arrive at the bed and breakfast?**
- **Is there a minimum number of nights we have to stay in order to make a reservation at the bed and breakfast?**

## Miscellaneous

- **Is smoking allowed at the bed and breakfast?**
- **Do you offer rooms for disabled people?**
- **Do you have any strange rules and are there any curfews?**

## Making a booking

- **How do I book a room at the Sunnyside Hotel Southport?**

Bookings can be made by calling the reception or by sending us an e-mail both of which can be found on the **Contact Us** page of the website.

- **Do I need to send a deposit in order to secure my stay at the bed and breakfast?**

A Yes please send a deposit of £25.00 or 30% of total cost of the reservation which ever is greater to:

Sunnyside Hotel  
47 Bath Street  
Southport  
Merseyside

Please phone the Hotel on Southport 01704 536521

- **Are family rooms available at the Bed and Breakfast?**

Family rooms are available which cater for three people.

- **What if I need to change the dates of stay at the Bed and Breakfast?**

Please phone the reception on the telephone number found on the **contact us** page. For more information please see the **terms and conditions** of stay.

- **What is your cancellations policy?**

We are able to accept cancellations for bookings up to 48 hours in advance of your arrival date.

If a cancellation request is received less than 48 hours before your arrival date, we regret it is necessary to charge you one night's accommodation.

- **How can I make payment?**

Payment can be made by cheque, postal order or by cash. If sending payment by post it is advised that payment is sent by either cheque or postal order.

- **Are discounts given for group bookings?**

A discount will be given for bookings at the hotel if 5 or more rooms are booked.

### **Bed and Breakfast Basics**

- **What is a bed and breakfast?**

At the most basic level, a bed and breakfast is place often found in a renovated home, mansion or small hotel to spend the night and enjoy a full breakfast (included in the price of the room) in the morning.

- **How does a bed and breakfast compare to a hotel?**

Typically, staying at a bed and breakfast offers a more personal experience than staying at a hotel.

- **Will we have our own bathroom?**

All of our double and twin rooms offer on suite facilities. For the single rooms there is shower room which is shared between two guests.

- **Can we connect to the Internet from your bed and breakfast?**

Although WIFI is not available at the Bed and Breakfast at present this service is going to be installed in the next couple of weeks.

### **Breakfast**

- **Is breakfast included in the price of stay?**

A breakfast is provided to all guests of the Bed and Breakfast weather it be a cooked or continental breakfast.

- **When is breakfast served?**

Breakfast is served between 8:30 and 10:30 in the morning.

- **Can we have breakfast early if we must leave before breakfast is scheduled?**

We will always try our best to accommodate everyone however if it is not possible to do so a continental breakfast will be offered.

- **What type of breakfast is served?**

A full English breakfast is offered between 8:30 and 10:30 however a wide range of serials and toast will be offered if you are unable to eat at these times.

- **Can our special dietary needs (e.g., vegetarian, low-sodium) be accommodated?**

If fair notice is provided prior to your stay at the Bed and Breakfast these requirements can be met.

- **Can we have breakfast delivered to our room?**

In most cases food can not be consumed in rooms. The dining room is kept open at all times. If a special request is made it may be possible to eat in rooms.

### **Children and Pets**

- **Does the Bed and Breakfast accept children?**

Children are welcome to the bed and breakfast. Southport is a tourist resort offering many attractions and facilities to cater for a wide range of children's tastes.

- **Does the Bed and Breakfast accept pets?**

Unfortunately pets are not accepted at the bed and breakfast.

- **Do pets live at your Bed and Breakfast?**

We don't have any pets at our bed and breakfast for health and safety reasons as guest can be allergic to certain pets.

### **Details**

- **What time can we check in to the bed and breakfast at?**

First check in is at 2:00 pm.

- **What if we need to arrive early or leave late?**

Where possible we will try to fit you in and let you in your room if you require an early check in. If this is not possible bags can be left in a secure room until check in is possible.

If you are going to arrive late please inform the bed and breakfast reception prior to setting off.

- **What if I need to cancel after making a reservation at your bed and breakfast?**

For more information on the cancellations policy please see the terms and conditions.

- **Can I use my credit card to pay for the room when I arrive at the bed and breakfast?**

Unfortunately a card machine is currently not in place at the bed and breakfast.

- **Is there a minimum number of nights we have to stay in order to make a reservation at the bed and breakfast?**

In order to make a reservation at the bed and breakfast the minimum stay is one night.

### **Miscellaneous**

- **Is smoking allowed at the bed and breakfast?**

Smoking is not allowed in the bed and breakfast.

- **Do you offer rooms for disabled people?**

We have a room on the first floor which may be suitable for disabled people. We plan to make further provisions in the future to offer full disabled equipment.

- **Do you have any strange rules and are there any curfews?**

There are no curfews. Each guest will have a key for the front door and their room.

One of the main rules when staying at the Bed and Breakfast is that you maintain respect for the premises, other guests and staff.