

Introduction

These are the terms and conditions that apply when you reserve a room at The Greyhound Inn, Staple Fitzpaine. You must accept these terms and conditions when you make a reservation.

We reserve the right to amend these terms and conditions at any time and you should therefore check them each time you make a reservation. The terms and conditions applying to your reservation will be those in place on the date that you make your reservation.

If you have a booking through a third-party agent not controlled by us, there may be alternative terms and conditions which apply to the booking and you should refer to those terms and conditions should you have any queries.

We recommend that you take out your own travel insurance cover to ensure you are adequately covered for unforeseen circumstances affecting your overnight night stay and or trip.

While every effort has been made to ensure the accuracy of all information, we do not accept liability for any errors or omissions and reserve the right to change information and descriptions.

Reservations

You must be at least 18 years old to make a reservation. Please check that the details of your reservation are complete and accurate before you confirm your reservation. We will not be liable for any delay or non-performance if you provide us with incorrect information.

If you wish, we will confirm our acceptance of your reservation by sending you an email to the email address that you provide during the reservation process. The contract between us for the provision of your room and any additional services added to your reservation will be formed when you receive this email confirmation from us.

If you think that there is a mistake in your reservation or if you require any changes to a confirmed reservation, please contact us.

When making your reservation, please inform us if you are travelling in a group of six or more. We reserve the right to refuse unauthorised groups. Large groups may be required to provide a deposit at check-in, returnable on departure if unaffected.

Booking with us will require a valid credit card or debit card at the time of booking.

Accessibility

Our restaurant and bar are easy to access for wheelchairs and we also provide for an easy access toilet. All our bedrooms are only accessible via a stairwell. The upper floor bedrooms are not easy to access, but the stairs to the lower level bedrooms might be accessible for some with limited mobility since they consist of only three steps.

Should you have any requirements in terms of accessibility please let us know at the time of making your booking so we can make provision for your needs or those of the person(s) concerned, or advise if we are unable to make such provision. If details are not provided to us at the time of booking, we reserve the right to cancel the booking should we be unable to make appropriate provision for a specific need or needs.

Room prices

The Greyhound Inn adopts dynamic pricing and the price of our rooms fluctuates based on demand.

Room prices quoted are based on a per night rate and are inclusive of VAT at the applicable rate at the time of your reservation. If the rate of VAT changes between the date of your reservation and the date of your stay, we reserve the right to adjust the rate of VAT to the price you pay.

The price you pay is the price quoted to you at the time you make your reservation.

Complimentary breakfast is included for all room guests. We will not reduce the price of a room when breakfast is not consumed.

Amending a booking

Should you wish to change something about your booking please call us and we will try our best to fulfil your wishes.

Cancellations of a booking

When you cancel your booking before 12:00, 3 days prior to the day of planned arrival, cancellation is free of charge. After the free cancellation period, you will be charged for the first night only. We require a credit card to reserve your room and this card would be charged in the event of a chargeable cancellation. If the card given cannot be charged, then you acknowledge that the outstanding amount becomes a debt and we reserve the right to collect this money through any other appropriate means.

We will reserve the right to cancel your reservation at any time with immediate effect by giving you written notice (which includes email), when you do not comply with these terms & conditions or in case of 'force majeure'. If we cancel your reservation where you are at fault, we reserve our legal rights in respect of your breach of contract. If we cancel in case of 'force majeure' you will not be charged for any service that we were unable to deliver.

Third-party Bookings

We work with a select range of third-party booking agents such as Booking.com, Expedia and others

Any cancellations, refunds or amendments to bookings made via third parties can only be made directly with the third party. Unfortunately, we cannot action cancellations, refunds or amend any reservations made via third party booking agents.

Checking in and out

Our rooms are available to check in between 15:00 and 22:00. Should you wish to check in earlier please ask us (a surcharge may apply).

You are kindly asked to vacate your room by 11:00 on your day of departure. If bedrooms are not vacated by 11:00 on the day of departure, a charge may be made. Should you wish to check out later please ask us (a surcharge may apply).

We cannot guarantee the possibility for early check in and/or late check out, but we will always try our best to accommodate your request.

Damage

You will be liable for any damage you cause to our rooms, and we will charge you for all costs to remedy any such damage. We will try to ensure that we remedy any damage in a cost-effective way, but we cannot guarantee this, for example, where damage needs to be repaired in an emergency or during unsociable hours or over a holiday period.

No-shows

If you have booked but do not arrive and stay with us without having previously cancelled, you will be charged in full for your stay.

Room keys

One room key is provided per room at check in. Room keys are to be returned upon check out. Should you mistakenly take a key home, please let us know as soon as possible and send it back to us as soon as possible by registered mail. Should a key be taken home and not returned within 3 days we shall replace this key and there will be a charge of £100.

Payment

All outstanding charges are to be settled on departure. On arrival, guests may be required to present the credit card they intend to use to settle their account. We accept the following methods of payment on-site: Cash, Visa, Mastercard or our own (The Greyhound Inn) gift vouchers. We do not accept cheques.

Reception

We do not operate a 24-hour reception service, but staff are generally available from breakfast time until late night closure. During the night, the owners are on-site and available in case of emergency only.

Parking

Overnight parking for room guests is free of charge. Generally, we have enough parking space available. However, we cannot guarantee that there will be a parking space for you at any given time. Please park with respect to other guests and our neighbours in the village. Please be aware you are solely responsible for your car and its contents. You are not allowed to leave your dog unattended in your car overnight.

Room security

Although we have never had any security incidents, we recommend that you keep your bedroom locked when vacant. You are responsible for your possessions during your stay.

Wi-Fi

There is free Wi-Fi throughout the building. Please use data responsibly so that all guests can benefit from this. Although we do have adequate network security in place, we cannot accept any responsibility for your use of our Wi-Fi and internet.

Smoking

Smoking and vaping is not permitted anywhere inside the buildings. Please smoke at the smoking shelter just off the main entrance and please make use of the ashtrays. There is a cleaning charge of £100 for any guests found to be smoking in our buildings/rooms, which may be charged to the credit/debit card details provided to us when making the booking.

Force majeure

The Greyhound Inn cannot accept responsibility or pay any compensation where the performance or prompt performance of our obligations is prevented or affected by reason of circumstances which

amount to 'force majeure'. Circumstances amounting to 'force majeure' include any event which we could not, even with all due care, foresee or avoid. Such circumstances include the destruction or damage of your accommodation (which cannot reasonably be remedied to a satisfactory standard before the start of your stay) through fire, flood, explosion, storm or other weather damage, break-in, criminal damage, riots, civil strife, industrial action, natural or nuclear disaster, fire, adverse weather conditions, war or threat of war, actual or threatened terrorist activity, government action, epidemic and all similar situations beyond our control.

Dogs

Dogs are not permitted in our guest rooms. Dogs cannot be left unattended in your car overnight.

Allergies and intolerances

Should you suffer from any allergies or intolerances please make us aware prior to your stay.

Noise

Please be aware we are a working pub with rooms above, in an old building. So, there is some inevitable noise that travels up to the bedrooms. We do our best to make sure that this is reasonable, particularly early morning and late at night, but there may be some more noise than in, say, a purpose-built modern hotel or your own home.

For the same reason we ask you to respect your fellow guests and consider the limitations of the building when causing noise. We have never had any reason to do so, but in extreme circumstances management does have the sole right to remove inconsiderate guests, with no refund.

Liability

Other than for death or personal injury caused by the negligence of the hotel, the hotels liability to the guest is limited to the price of the booking.