



Standard Terms & Conditions

Bookings, payment and time of stay

1. Reservations should be made verbally, then immediately confirmed in writing or guaranteed by credit card. Written confirmation must include the arrival date(s), duration of stay, guest name(s) and clear instructions regarding payment of final account.
2. A booking is a binding agreement after acceptance by a member of hotel staff.
3. All bookings are subject to availability.
4. Overnight accommodation is available from 3pm on the first day of booking and rooms must be vacated by 11am on the day of departure.
5. Rates quoted include VAT at the current rate at time of booking.
6. Prior to acceptance the hotel will require credit card details, deposit or full payment in advance. See "cancellation terms" below.
7. All charges must be paid for in full on or before departure unless we agree credit facilities. If credit facilities are agreed we may still require a deposit.
 - a) Credit accounts are available subject to prior approval and business. Credit approval normally takes 30 days and is not available until confirmation is agreed.
 - b) Accounts are payable 30 days from invoice, interest will be charged at Lloyds Bank Plc base rate from the date payment becomes due. Interest will be calculated on a daily basis until the account is paid in full.
8. The hotel reserves the right to refuse any business that it feels is not suited to the day to day operation of its business and the comfort of our other guests.

Cancellations and loss of deposit

9. You must send confirmation of any cancellation to the hotel in writing. Cancellations take effect when the hotel receives the notice.
10. Occasionally we need to cancel bookings. If we cancel a booking we will refund any money paid in advance. We can cancel a booking without liability to you if:
 - a) The hotel or any part of it is closed due to circumstances out of its control.
 - b) You are or become insolvent, bankrupt in liquidation or receivership.
 - c) We believe your stay will adversely affect us or the hotel's security or reputation.
 - d) You do not pay the appropriate deposit.
11. If we cancel the bookings for any other reason we will take reasonable steps to find alternative accommodation of the standard, but cannot guarantee the same rate for the room.
12. If you cancel the booking/rooms we may have difficulty re-selling, therefore if you cancel a booking we will keep all or part of any deposit plus a payment from credit card or render an invoice, for a total payment as set out below.
 - a) For group reservations, 8 rooms or more the following charges will apply.
28 days or more prior to arrival date – Free of charge
 - b) Within 28 days prior to arrival – 100% charge applies
 - c) If a confirmed arrival does not show on the night of arrival, one night accommodation will be charged and any subsequent nights cancelled unless we are notified to the contrary.

Planning of number of rooms/guests

13. You must tell us the number of rooms/guest you expect when booking.
14. Provide a rooming list no later than 14 days prior to arrival
15. Any reduction in rooms will incur cancellation charge as per our standard terms (see 12)
16. Additional room requirements & rates will be available subject to hotel availability.

You and your guests must

17. Comply with all licensing, health & safety and other rules and regulation applicable at the hotel.
18. Act in a proper and orderly way in the hotel and its grounds and comply with our management's reasonable requests.
19. Obtain the consent of the hotel before fixing any signs or displays to the walls and before using any specialist electrical equipment. You will be liable for any damage caused even if consent is given.

You and your guest must not

20. Use incendiaries, fireworks and/or other explosives in the hotel or its grounds.
21. Bring any dangerous or hazardous items into the hotel.
22. You indemnify us from loss of damage caused by you or any of your guests to any part of our premises, to any equipment and to third parties and their property.
23. Your guests are responsible for safekeeping of their belongings. We are not liable for damage or loss unless it is caused by our negligence or a statute requires that we are liable whether or not we are liable.
24. we have insurance that may cover damage caused by our negligence, that is limited to £50.00 per item and up to a maximum of £100.00 per guest. However you should take out insurance to cover loss or damage caused by or to any property during the stay.

Other

25. Details of emergency procedures and exit routes are located in each bedroom.
26. This is an agreement interpreted according to English law and the English courts have exclusive jurisdiction to deal with any dispute.