

Hotel Terms and Conditions

Prices:

The price includes accommodation together with any board arrangements as indicated. Unless clearly stated on the booking form, any extra such as additional meals, drinks etc. will incur an additional charge.

Payment Method:

Payment is only accepted by valid Debit Card or Credit Card. Please note that should you not provide a valid credit or debit card number to guarantee your booking the hotel reserves the right to cancel this.

Payment and Cancellation:

Accepted bookings form a legal contract. Online bookings may be paid at point of booking by valid Debit/Credit card. Should this facility be unavailable at the time of booking, payment may be made upon arrival by Debit/Credit card. Similarly, payment for personal or telephone bookings, less any advance deposit paid, will be payable upon arrival. Payment of group bookings will be in accordance with your signed Group Booking Agreement. Charges for cancellation of advance/group bookings will be in accordance with the cancellation clause of such bookings. For individual telephone and online bookings, there will be no charge for cancellations made with at least 24 hours' notice prior to arrival. Cancellations after this time or failure to show are liable for the first night booking value, which will be charged against the card details provided. Should you have booked an advance purchase rate, this is non-refundable and non-transferable.

Availability:

If, for any reason beyond our control, we are unable to meet your booking, we will make an offer of alternative accommodation. Should this not be acceptable to you, the booking will be regarded as cancelled. Any monies paid in advance will be refunded in full. Our liability does not extend beyond this.

Arrival/Check-in:

Rooms are available from 3 pm on the day of arrival. Our Hotel Reception is open 24 hours.

Use of Gym Facilities:

Guests wishing to use the gym will need to complete a general health/fitness questionnaire and disclaimer before using such facilities.

Behaviour:

We respectfully request that you treat our facility with care and respect. This extends to the privacy and quiet enjoyment of other guests. Unruly behaviour will not be tolerated, and individuals or groups failing to observe this condition will be asked to leave. No refunds will be issued should the

booking be terminated in this way, and group organisers may incur further charges, including the cost of refunding the costs of affected guests should this arise.

Departure:

Rooms should be vacated by 11 am at the latest on the day of departure unless otherwise arranged. Your account, including any extras purchased during your stay, is payable on departure. You are more than welcome to enjoy the use of our facilities for the day post-checkout.

Damages and Breakages:

You are responsible and liable for any breakages or damages which you cause to the premises or its contents. Please report these as soon as they occur. In the case of non-reported damages, a report will be made on the day of departure, and an invoice will be prepared for the cost of making good damage or breakages caused. Such charges include the cost of cleaning soiled furnishings. In the case of group bookings, the group organiser shall be responsible for the payment of such charges.

Lost Keys:

A charge may be made for lost or non-returned room keys. The charge will reflect the cost of the new key plus an administrative charge.

Liability:

We are unable to accept liability for any damage, loss or injury to any member of your party or any vehicles or possessions unless proven to be caused by a negligent act by the Company, its employees or contractors whilst acting in the course of employment.

Smoking:

Smoking, including vaping, in rooms is strictly forbidden. All rooms are fitted with smoke detectors, and if found to be tampered with or damaged, this will be treated as damage, as detailed above. In addition, any fire brigade call-out charges incurred as a result of contravention of this condition will be chargeable to the room occupant or group organiser.

Pets:

With the exception of Guide Dogs, pets are not permitted. Requests for accompaniment by a Guide Dog should be made prior to arrival.

Data:

We collect information about you when you enquire or register with us or make a booking for products or services. We also collect information when you voluntarily complete customer surveys, provide feedback and participate in competitions. Website usage information is collected using cookies. The information we gather helps us to continually improve your experience at our hotels. This personal information may include your name and contact information, date of birth, preferred communication methods, business name (in the case of corporate bookings) and business address, bank details and credit card details. We also create information that becomes part of the personal information we hold about you, such as your booking ID and your usage of the hotel. We may also collect and create details on other family members, where applicable, including family members

under the age of 18. For further information, view our club Privacy Policy.

Bank Holidays:

The opening times of our Main Reception, Health Club and Restaurant & Bar may be subject to slight changes between Christmas and New Year and on Bank Holidays. Please contact the Hotel directly for exact details prior to your stay.