

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. Prices quoted are correct at the time of booking and cannot be altered once confirmed.

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:

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.

Cancellation and Non Arrival:

Charges for cancellation of advance/group bookings will be in accordance with the cancellation clause of such bookings. For individual telephone and online direct bookings on our flexible rate, 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.

In the event of a Non arrival, the first nights accommodation will be charged. We will make every effort to make contact with the guests, but should this not be successful by 10am the following morning, any subsequent nights will be released for re-sale.

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. Early check in may be available from 1pm at an additional cost. Please contact the Hotel directly to request this.

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.

Use of Health and Fitness Facilities:

Guests wishing to use the gym will need to complete a general health/fitness questionnaire and disclaimer before using such facilities. Please refer to your specific site for timings and age restrictions for the swimming pool and other 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.

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:

All guest rooms are strictly non-smoking, including the use of electronic cigarettes and vaping devices. Each room is equipped with sensitive smoke and vape detectors. Tampering with or damaging these devices constitutes a violation of our property policy and will be treated accordingly. Should any evidence of smoking or vaping be detected, a minimum cleaning and remediation fee of £150 will be charged to the registered guest's account. Additionally, if a fire brigade is dispatched due to a breach of this policy, all associated costs will be the responsibility of the guest or group organizer. This policy ensures a safe and comfortable environment for all guests and staff. We appreciate your cooperation in maintaining our smoke-free premises.

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.