

## STANDARD ROOM BOOKINGS AND SHORT TERM BREAKS TERMS AND CONDITIONS

### **Cancellation Policy**

When you make a reservation at a hotel it is a contract in law, we appreciate that things sometimes do change so we would urge you to take out travel insurance so that in the event of a cancellation out of your control then you are covered. As we are a small family owned business we operate a strict 14 day cancellation policy. All deposits are non-refundable but we will allow you to transfer the booking provided you give us 14 days' notice. A booking may be transferred to another date ( for the same type of booking ) only once and the new date must be within 6 months of your original date booked. Bookings cancelled within 14 days of arrival will be charged the full stay value on your card.

We will do our very best to resell the room within the 14 days and if we do then of course you will be refunded the amount we receive less a 10% admin fee along with any commissions we may have paid .

### **Smoking**

Sorry smokers we are a STRICT NON SMOKING HOUSE, smoking is permitted on our outside terrace and gardens, we respectfully ask that you please use the ashtrays provided.

### **Check in and Check out**

Check in is guaranteed from 3pm on the day of arrival , if you do need an earlier check in time please just call us in advance , we will try our very best to accommodate your request . Check out is generally 11am on the day of departure , if you find our beds so comfortable that you just can't get up, then subject to availability we might be able to give you a little more time .

### **Single Occupancy**

We are pleased to offer our Victorian Bijou rooms for single occupancy, simply add £30 supplement. If other rooms are available on the day of arrival then you will be invited to upgrade if you so wish.

### **Children and Extra Adults**

We do not charge for children aged 2 years and under providing they don't eat cooked full breakfasts!! . All other children and extra adults will be charged at £30.00 B&B this rate assumes that 2 other adults will be sharing the same room with their extra guests. Not all of our rooms are suitable for accommodating extra guests so please ask us at the time of booking. Well behaved children are allowed in the restaurant.

### **Dogs**

Dogs are charged at a std rate of £25 DDBB per night ( see 4 paws menu for food selections ) . Well behaved Dogs ON A LEAD are permitted in the following rooms The Boudoir ,The Riverhaven Lodge , Redwood ,Yew, Rowan, Elm, Walnut, Coach House . Well behaved Four legged friends are also permitted in the bar area and in the music room as well as the grounds and outside terrace. If your dog causes disturbance to other guests while they are in house or in your room then we may politely need to ask you to move the dog into your car. Poop bags provided!

### **Spoilage charges**

We know accidents do happen, all we ask is that you let us know. If you don't then we reserve the right to charge you for the full repair or clean up , labour will be charged at an hourly rate of £25 , any item that needs to be replaced will be charged at full cost plus a 10% admin fee. . All charges will be immediately charged to your credit card , receipts will follow in the post .

### **Short Breaks , School Holiday half terms, Easter and Valentines weekend**

School Holiday half terms ; Easter , May Half Term , Autumn Half Term ,and Spring Half Term are classed as peak times. Please add £15pp per night . Single occupancy room rates are also not available at this time. During certain times (such as over Christmas and New Year) we offer special packages by where our standard tariff rates are not available. All Short break rates must be booked in advance and are based on the same rate type throughout your stay.

### **Deposits and payments**

We take a deposit of £75.00 to secure each individual room reservation, the remainder is charged to your account on check out . (except Christmas and New Year , where the deposits are £250 pp full payment is also required one month prior to arrival for these special breaks ) .

Different deposits apply to group bookings ( please see separate terms and conditions )

No company cheques and no accounts can be sent to a Company unless a Purchase Order is supplied and agreed in advance of stay ( all subject to credit check )

### **VAT**

We reserve the right to increase prices by the relevant amount if VAT is increased on or before arrival date. Rates currently are 20% VAT inclusive.

### **Payment methods**

We welcome cash, cheques by prior arrangement and all major credit Cards except AMEX

### **Credit Card charges**

Debit cards – zero charge

Credit cards – 1.5% if your bill is over £800