

## **Check-In Check-Out**

Due to C-19 and to allow for our more stringent cleaning routines your room will be available from 3pm  
Check out is 11am

Reserved parking spaces will correspond to these times too.

## **Parking**

For the protection of both you and our team we are no longer double-parking cars or driving guests' vehicles. As we have limited spaces we have introduced a new parking system and now charge £10 per night in line with check in and out times, please note that pre-booking is essential. For those wishing to park elsewhere, the town's Holmbush carpark is only a short walk away and of course you are most welcome to drop luggage with us beforehand.

## **Events**

On occasion, weddings and other events are held at the hotel. From time to time, this may result in some public areas becoming temporarily unavailable. Wherever possible we shall endeavour to provide alternative facilities, however, we cannot offer refunds for any facilities or services that are temporarily withdrawn.

## **Damage**

Any damage caused by an individual will be charged in full. We reserve the right to debit the card given to guarantee the booking.

## **Food and Drink**

Only food and drink purchased from the hotel may be consumed on the premises (this excludes baby food).

## **Additional Occupancy / Children**

When sharing with two adults:

Children 2yrs and under sleeping in a cot: £7 (no charge if providing your own cot and bedding)

9yrs and under on fold away beds £44

10yrs and over £52

Changing mats, babysitters and baby monitors are available on request (monitors in no way allow parents to relinquish responsibility for their children, parents must remain on hotel property and the hotel cannot be held responsible for any failures of the listening equipment)

Six o'clock Children's Supper is served daily: £12

Dinner is charged as follows: 10-14yrs at £30, 15yrs and over at full rate

## **Improvements and Maintenance**

From time to time improvements and essential maintenance may be necessary during your visit however, we shall endeavour to keep any noise to a minimum.

## **Method of Payment**

We accept cash, Visa and MasterCard. Cheques are no longer accepted.

## **Smoking**

The whole hotel is non-smoking. All rooms and apartments are equipped with smoke detectors. Should smoking be evident in your accommodation we reserve the right to add an additional 'deep clean' charge of £85. Where the room is unsuitable to be re-let to the following guest, we reserve the right to charge for any losses incurred.

## **Apartments**

Our serviced apartments have a daily room service, this includes a general clean, making beds etc. It does not include kitchen washing up or other heavy cleaning. We ask that the property is left in an orderly and tidy state, but should an excess of cleaning be required we reserve the right to add an additional 'deep clean' charge of £55.

## **Deposits, Reservations, Cancellations & Rates**

For all bookings, a non-refundable payment representing one night's stay is required by credit or debit card. Due to the COVID pandemic we have made our policy more flexible: A refund will be given if your booking is cancelled or amended with a minimum of 96 hours' notice, if you are unable to meet the notice period we are happy to hold your deposit against a further stay for 12 months (prices may vary on future rooms rates). All cancellations and/or any changes to your reservation must be confirmed in writing. Your room rate will be confirmed at time of booking and we cannot change the rate or terms once the booking has been confirmed. The hotel will forward written confirmation of your booking by post or e-mail, which you should check and advise us immediately if any details are incorrect. If, due to circumstances beyond our control, we are forced to cancel your stay, we will refund your deposit in full, however, we cannot be held responsible for any costs incurred by you as a result. Discounted rates and special offers are subject to availability. Occasionally it may be necessary to amend prices, facilities or services. Our rates will be inclusive of the relevant amount of VAT as applicable at the time of your visit.