



## **Important FAQs**

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

Rooms are available from 3pm  
Check out is 11am

Reserved parking spaces will correspond to these times.

### **Parking**

As we have limited spaces in our small courtyard, we 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to provide alternative facilities, however, we cannot offer refunds for any facilities or services that are temporarily withdrawn.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**

All restaurant bookings require a deposit of £10 per person. Afternoon Tea bookings must be paid in full at time of booking.

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

### **Additional Occupancy**

Children may share a family room with parents if 12yrs and under (Cots are available for 2yrs and under)

### **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 Visa and MasterCard. Cheques and Cash 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 room bookings, a non-refundable payment representing one night's stay is required by credit or debit card to secure the booking. The total amount of the stay is due unless your booking is cancelled with a minimum of 96 hours' notice. 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.