

## **Terms & Conditions/ Cancellation Policy**

### **Advanced Purchase**

Bookings must be pre-paid at the time of booking with your credit card.

By confirming your reservation you agree that the entire accommodation amount will be charged to your credit card.

Changes cannot be made to Advanced Purchase bookings. In the event of cancellation, full or partial refunds are not available. This rate may not be booked less than three days prior to the date of arrival.

### **Cancellations (not Advanced Purchase)**

Cancellations are accepted 24 hours prior to the date of arrival. If cancelled by 12pm one day before arrival, no fee will be charged, if later than 12pm or a no show, the first night will be charged. Please telephone any cancellation and then confirm either by letter, fax or email quoting your cancellation reference number.

VAT does not apply to cancellation charges.

### **Insurance**

It is prudent to take out insurance in the event of cancellation.

### **Reservations**

A credit or debit card is required to secure your reservation.

### **Rooms**

All our bedrooms are non smoking. Rooms will be available from 2.00pm on day of arrival (earlier by prior arrangement) Guests are requested to vacate rooms by 11.00am on the day of departure. We do have family rooms and ground floor rooms wide enough to accommodate wheel chairs. Enquiries are welcome for group accommodation.

### **Children**

Children sharing adult rooms with extra beds or sofa beds will be charged at £20 per night, including breakfast. Cots are available at no extra cost.

### **Car Park**

The hotel car park has limited spaces and is for residents only. It is available on a first come, first served basis.

### **Dogs**

The hotel allows guide dogs only.

The management reserves the right to charge for any damage to the Hotel, and amend prices and facilities at their discretion. The management accepts no responsibility for loss or damage of guest's property.