



Making A Booking

Bookings can be made directly over the telephone, via e-mail or through our website. We also sell guest accommodation through various online travel agents and providers, however invariably the best available rates can be accessed by booking directly with us at the Hotel.

Advance Purchase Rates

We offer guest accommodation on advance purchase rates and on both a room only or bed and breakfast basis. Advance Purchase rates must be paid for in full at the time of booking and cannot be refunded or transferred in the event of cancellation or a change in travel plans.

Best Available Rates

We offer guest accommodation on best available rates which are flexible until 2 full days prior to arrival. Cancellation or amendment within 2 full days of arrival is not possible and will result in the cost of the anticipated first night of your stay being charged. Cancellation on the intended day of arrival under a best available rate will result in the total cost of the reservation being charged. For example, for a stay arriving on a Wednesday there would be no cancellation charges in relation to your reservation of your booking, on Monday or Tuesday the first nights' anticipated cost will be charged, and on Wednesday the full cost of the reservation will be charged.

No Shows

Under any circumstance, failing to attend your reservation will result in the total cost of the reservation being charged to your guarantee card.

Guarantee Cards

All reservations require a guarantee card on file to guarantee the reservation. Reservations cannot be made without a guarantee card being provided, regardless of the method of payment intended to be used.

The Hotel reserves the right to cancel any booking should a system error occur. This includes but is not limited to issues arising from lack of availability, inaccurate pricing or human error when loading rates into the system. When such an issue occurs, the Hotel will notify the guest as far in advance as possible and refund any monies paid via the original method of payment.

Commission

Bookings made via our website are non-commissionable.

Special Offers

Please quote any relevant promo codes at the time of booking if not booking online to redeem any special offers. Special Offers are subject to change and withdrawal at the discretion of the Hotel.

Forced Closure

Should the Hotel be forced to close, or any part of the Hotel be closed, by local authorities or national Government, your booking will be re-arranged to a mutually agreed future date.

Check In and Out

Check in is available from 15:00 onwards. We are able to offer early check in depending on availability and the Hotels discretion at a cost of £25. Check Out is 11:00 on the day of departure. Late check out is also available depending on availability and future arrivals at the discretion of the Hotel at a cost of £25.

Pre Authorisation of Credit / Debit Card

Guests arriving at the Hotel are able to pre-authorise a credit or debit card for the value of £100 which is held by your account provider and not the Hotel and is released upon departure, less any applicable charges. Any guests wishing not to pre-authorise upon arrival are welcome to refuse and 'pay as you go' for any additional spends during their stay, except guests paying cash for a same day arrival (see below). Release of funds back to the pre-authorised card, if any, will usually be completed within 3-5 working days however in cases can be up to 10 working days. Please contact your bank or card provider for clarity if you are uncertain.

Methods of Payment

Guests are welcome to make payments with cash, bank transfer and credit/debit cards with the exception of American Express. Whilst cash is welcomed as a method of payment, please be advised that any same-day reservations wishing to pay cash on arrival will also need to provide a £100 pre authorisation on a valid credit or debit card upon arrival. Failure to provide this pre-authorisation for same day reservations paying cash will result in refusal to accommodate your reservation.

Guest Conduct

We anticipate that our guests will behave with consideration to other guests, staff and visitors in mind, and not behave in an anti social way. Please note that disruption to other guests, activation of the fire alarm, damage to the guest rooms or evidence of smoking in guest rooms will result in a penalty charge. This list is not exhaustive and is only illustrative examples of anti social behaviour.

Physical and Smoke Damage

Whilst you visit the Hotel, we ask that every effort be made to safeguard the existing fixtures, fittings and furnishings. The Hotel will repair or make good any damages incurred and whilst we understand that accidents happen and minor wear-and-tear occurs, if the act is significant or deemed to be due to vandalism or malicious intent the costs incurred will be charged to your guarantee card. It is illegal to smoke within our guest rooms according to UK law and breaches may be reported to local authorities. Any rooms with evidence of smoking (including scent) will be charged £100 to their guarantee card or pre-authorisation due to the loss of inventory whilst the issue is rectified, particularly if it results in the activation of the fire alarm. We ask guests to smoke in the designated areas, for the safety of all guests, staff and visitors.