Terms & Conditions

General Information

The Hotel Car Park is FREE for hotel residents. The Hotel does not have a passenger lift. Some rooms are not suitable for people with restricted mobility. Please advise the Hotel prior to booking, so that a suitable accessible room is reserved. For security and safety, certain areas of the Hotel buildings and grounds are subject to CCTV recording.

DB&B terms – includes the 3 course table d'hôte dinner, accommodation with private bathroom & full English breakfast.

Child Tariff – There are small additional charge for Children sharing parents accommodation. A children's high tea menu is available in the leisure centre up to 6pm. The Restaurant has a children's menu available from 6pm.

RESTAURANT – 6 to 7.00pm: Early Supper Menu. From 6.30pm to 9.00pm: Daily fixed price menus for 2, 3 and for 4 courses available or the A La Carte menu with each course individually priced.

Special Diets – Every effort is made to cater for special dietary needs.

All bedrooms have private bathrooms - Not all bathrooms have showers, please request preference for a shower if required. All rooms have LCD DVB TV, direct dial telephones, beverage making facilities & baby monitoring facility.

DOGS – By prior arrangement only. We have designated rooms in which we accept dogs. A charge of £10.00 daily is payable. Dogs are not permitted in public rooms and indoor pool area.

Leisure centre – A members club of which Hotel residents are automatically members. There are no additional charges for the un-supervised use of the INDOOR POOL, SAUNA & CARDIOVASCULAR EXERCISE EQUIPMENT. An adult must supervise children 15yrs and under. If you are suffer from any medical condition, we advice that users seek medical advise prior to using the facilities available in the leisure centre.

RESERVATIONS - Offers of accommodation are made according to availability at the time of writing or telephone conversation. Firm reservations are accepted and confirmed on receipt of a requested advance reservation deposit, which will be credited to the guests account on departure.

Smoking – No Smoking within the Hotel, which includes all bedrooms.
The hotel reserves the right to levy a minimum charge of £80.00 for cleaning and additional charges for physical damage and compensation for any business financial loss, due to persons smoking.

CANCELLATION POLICY-

Deposits are refundable for cancellations with more than 28 days notice (from arrival day). Deposits are non-returnable for Cancellation with less than 27 days notice. Non-returnable Deposits may be transferred to alternative booking dates and will be credited from the stays invoice. A cancellation with less than 7 days notice is subject to 100% or part of the agreed booking value, for nights which we are unable to re-let at short notice. Variations to the above may be agreed and will be detailed in the hotels letter of confirmation. It is regretted that no allowance can be made for meals not taken, temporary absence, or early departure.

We strongly urge that you protect all hotel reservations with holiday & travel insurance. The hotel can provide details of holiday insurance or your Insurance Broker will have policies available.

RESERVATION FEES & SETTLEMENT OF ACCOUNTS - Maestro, Delta, Connect (bank payment cards) & all major credit cards are accepted. Building Society cheques. Personal cheques are accepted if supported by a cheque guarantee card for the amount stated on the card or cheques without bankers cards presented 4 banking days prior to departure. Advance cheque payments do not require cheque guarantee card.