

Bedroom Terms and Conditions

Please read these bedroom terms and conditions carefully before making or confirming a reservation. They are designed to help ensure a smooth, comfortable, and safe stay for all guests.

1. Reservations

- All bedroom reservations are subject to availability at the time of booking.
- A valid payment card will be required to guarantee the reservation.
- The person making the reservation is responsible for ensuring all details are accurate, including arrival date, departure date, number of guests, room type, and any special requests.
- Special requests are noted but cannot be guaranteed and would be subject to availability.

2. Rates and Payment

- Rates are quoted in pounds sterling and will include VAT.
- Payment terms will be stated at the time of booking and may vary by rate type, package, or promotional offer.
- Prepaid or promotional rates may be non-refundable and non-transferable.
- Any additional charges incurred during the stay, including food, beverages, services, or damages, must be settled before departure.
- Occasionally (very rarely), you might see an obviously incorrect price on our platform. If that happens, and if you make your booking before we correct the mistake, your booking will be cancelled, and we'll refund anything you've paid.

3. Cancellations, Amendments, and No-Shows

- Cancellation and amendment terms depend on the rate booked and will be confirmed at the time of reservation.
- Where a cancellation deadline applies, cancellations made after that deadline may be charged in full or in accordance with the booking terms.
- Failure to arrive without prior notice may be treated as a no-show and may result in charges being applied.
- Any refund due will be processed using the original payment method where possible.

4. Arrival and Departure

- Check-in and check-out times will be confirmed on booking.
- Early check-in and late check-out are subject to availability and will incur an additional charge.
- Guests may be asked to provide identification on arrival.
- Rooms must be vacated by the agreed check-out time unless a late check-out has been approved.
- Upon check in we ask for a credit/debit card as a guarantee of payments and any extra expenses. At this point a pre authorisation will be taken on your card.
- The authorisation will be processed for the full amount of stay plus £50 per night for incidentals spend.

5. Guest Responsibilities

- Guests are expected to behave respectfully towards staff, other guests, and the property.
- Only registered guests may stay overnight in the bedroom unless agreed in advance.
- Noise should be kept to a reasonable level, particularly during evening and night-time hours.
- Smoking, vaping, or the use of candles or other open flames in bedrooms is not permitted unless expressly authorised in a designated area.

6. Damage, Loss, and Security

- Guests are responsible for any damage, loss, or additional cleaning required as a result of their actions or those of anyone in their party.
- Charges may be applied for missing items, damaged fixtures, excessive cleaning, or smoking-related cleaning costs.
- Guests are responsible for securing their belongings. The property is not responsible for loss or damage to personal items except where required by law.
- Lost property will be handled in line with the property's lost property procedure.

7. Health, Safety, and Accessibility

- Guests must follow any health, safety, fire, and emergency instructions provided by the property.
- Fire alarms, safety equipment, and emergency exits must not be interfered with or obstructed.
- Guests with accessibility requirements should notify the property before arrival so that suitable arrangements can be discussed where possible.
- The property may need to enter bedrooms for maintenance, safety, security, or housekeeping reasons.

8. Pets and Assistance Dogs

- The hotel operates a no-pets policy, with the exception of assistance dogs.
- Assistance dogs are welcomed in accordance with applicable requirements.
- Guests are responsible for the behaviour of any permitted animal and for any associated cleaning or damage charges.

9. Privacy and Personal Data

- Personal information provided during the reservation process will be used to manage the booking, provide services, meet legal obligations, and communicate with guests. Personal data will be handled in line with the property's privacy policy.

10. Changes to These Terms

- The property may update these terms and conditions from time to time. The terms applicable to a reservation will usually be those confirmed at the time of booking, unless changes are required by law or for operational reasons.