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Website Terms and Conditions in detail

1. Prices

- All published rates include VAT (if applicable). We reserve the right to alter prices for any reason up to the date of booking or up to 14 days prior to arrival, whichever is the later. After such dates, prices may only be altered to reflect a change in the rate of VAT or for any other reason outside of our control. In the latter event, the Client may cancel the booking without cost.

2. Availability

- All rooms and rates offered are subject to availability and our discretion.

3. Bookings

- Bookings may require a deposit and the amount is explained through the booking process.

4. Arrival and departure

- Bedrooms are usually available from 4.00pm on the day of arrival. Check out is by 10.00am.

5. Cancellations, amendments and non-arrivals

- Cancellations and amendments made through a third party company like Bookings.com or Laterooms must be done through them and not direct.
- For bookings made direct amendments can be made up to 7 days prior to arrival with no charge. Reservations can be cancelled up to 14 days with no charge and up to 24 hours with 50% agreed rate. In the event of non-arrival or cancellation within 24 hours of the arrival time you will be charged 100% of the agreed rate. Normal terms of payment apply to these charges.

6. Payment

- Settlement of the bill in full, less any advance payments must be made on arrival.
- Payment must be paid for in cash as we are sorry but we have no card facilities.

7. Smoking

- In line with the change in UK legislation, we operate a NO SMOKING policy throughout including guest bedrooms, public areas and corridors. For resident guests who do not comply with our NO SMOKING policy, a charge will be added to their bill to include the cost of cleaning all soft furnishing to remove the odor of tobacco.

8. Disabled guest rooms

- As an old building we have limited disabled access, please phone for details.

9. Car parking

- We have a limited amount of private parking, but ample amount of local free parking.

10. Children

- We are primarily an adults only establishment, but do allow children over 15 years old. We only have double rooms with no capacity for extra beds, so children are welcome but must have their own room.

11. Dogs and Other Pets

- Pets are not accepted, with the exception of guide dogs.

12. Liability

- Other than for death or personal injury caused by the negligence, our liability to the Client is limited to the price of the booking.
- We do not accept responsibility whatsoever for damage to, or theft from, or theft of, vehicles parked on our premises.
- We reserve the right to charge guests the cost of rectifying damage, caused by the deliberate, negligent or reckless act, omission, default or neglect of the Clients, or their guests. Should this damage come to light after the guest has departed, we reserve the right to make a charge to guest's credit / debit card, or send an invoice for the amount required to make good or remedy any such damage, to the registered address. We will however make every effort to keep any costs that the guest would incur to a minimum.

13. Insurance

- The client is recommended to have and is responsible for insurance to cover cancellation, curtailment, and loss of baggage, personal effects and money.

14. Data protection

- The information provided by the Client may be processed by us for the purposes it has notified to the Information Commissioner. By confirming a booking or enquiry, the Client consents to this processing of the information. We respect the privacy of every individual who visits us or our website. The data collected about you will be used to firstly fulfill any service

you might request e.g. to request a brochure, make a booking etc and secondly to improve how, as a company, we serve you.

- We will under no circumstances give your personal data to third parties unless required for booking purposes.
- When making a booking, your credit card or billing account details are only retained for the purpose of handling that individual transaction.
- In order to process a booking or enquiry, your personal information and payment details may be passed to third party service providers and, where we are lawfully requested to do so, regulatory authorities. Such third party service providers will have access to the personal information needed to perform the relevant service. They may not, however, use your personal information for any other purposes and are required to process your personal information in accordance with the Data Protection Act 1998.

15. Website information

- We cannot accept responsibility for any errors or omissions and reserves the right to cancel, amend or vary the details featured in this website without notice. The information contained in this website is provided in good faith. The use of any information from this website is entirely at the risk of the user. We will not be liable for any costs, losses, expenses or damages (whether direct or indirect, special, economic or financial) that may be incurred through the use of any information contained in this website or in any other website linked to this website.

16. Copyright

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17. Web Site Security

- Booking online through our website is safe and through Booking.com. Security of our website is paramount and we have invested a great deal of time and money to ensure you can have the peace of mind that your details are secure. Our online reservation system uses up to date security software.