

## **Standard Booking Terms & Conditions**

**(Please refer to Events and Wedding packages/brochures for additional terms)**

### **Payment**

You will be asked to provide a credit card (or debit card) at the time of the booking to secure your reservation. A deposit or full payment is required in advance; by booking you are authorising the debiting of the card provided and agreeing to these terms and conditions.

We accept the following methods of payment: Cash, Mastercard, Visa Card (credit & debit) & American Express.

We do not accept Diners Card for payment.

The hotel does not accept personal or company cheques for payment.

The Guest must pay all outstanding charges on departure from the Hotel unless previously agreed credit terms have been authorised

### **VAT**

All charges quoted for the provision of the services are inclusive of any Value Added Tax at the applicable rate at the tax point unless otherwise stated. Therefore any alteration between Taxes at point of booking to provision of service will be charged appropriately.

### **Deposits**

The full amount of your stay including any gifts purchased will be debited at the time of booking for advanced purchase rate bookings and this payment will be non-refundable and non-transferable.

Bookings made for a mid-week stay - Monday, Tuesday, Wednesday or Thursday - will require credit or debit card details to secure bookings.

For bookings made for a weekend stay - Friday, Saturday or Sunday - a non-refundable deposit of £40.00 per room will be charged

**All deposits and gift payments are non-refundable**

### **Cancellation / Non-Arrival**

Cancellations can be made up to 4pm on the day **prior** to your day of arrival. Cancellations made after this time and non-arrivals will be charged the room rate in full.

**All deposits are non-refundable**, in the event of cancellation or non-arrival.

### **Change of booking details**

Change of dates will be accepted up to 4pm on the day **prior** to your day of arrival.

Deposit monies will be transferred to new date.

Rate for new date will be as per published hotels rates.

No online discounts can be carried forward for change of dates.

Only one change of date is permitted per booking.

### **Arrival and Departure**

Guests may check in from 2.00pm onwards on the day of arrival.

On arrival guests will be asked to produce the **Credit or Debit** card used when booking in order for a pre-authorisation to take place. Please note this is not a charge to the card.

We will require cash-only guests to pay full accommodation amount on check-in and leave a £100 per night cash deposit, the balance of which will be returned on departure, as appropriate.

### **Additional Guests**

Children of 5 years to 14 years are charged at £10.00 per child when sharing a room with 2 adults.

Children under the age of 5 years stay free of charge.

Third person sharing will be charged at £40 B&B.

All meals will be charged as taken for additional guests.

### **Dinner reservations**

**Dinner should be booked in advance to guarantee your preferred times.**

Guests on a DBB rate will have a table reserved however they should reserve their time at point of booking to ensure it is suitable. Guests on B&B should book if required as we cannot guarantee availability.

Guests staying on Dinner Bed & Breakfast have an allowance to use towards dinner in The Orangery Restaurant, in accordance with the rate booked. Supplements may apply, drinks are not included. The allowance is per night and no credits or refunds can be offered.

A full dinner menu is provided for tables up to and including 10 adult guests. For larger parties a reduced menu will be provided. Please contact the restaurant for specific arrangements.

### **Dogs**

Only assistance dogs are permitted at the hotels, and by prior arrangement

### **Parking**

Parking is provided free of charge subject to availability. The hotel cannot accept any liability for damage or theft from your vehicle whilst parked in the hotel grounds.

### **Guest Feedback**

In the unlikely event that you have an issue during your stay we advise you to bring it to the attention of the hotel management at the time to enable us the opportunity to rectify the problem during your stay.

### **Damage to hotel property**

The hotel reserves the right to charge for the repair or replacement of any items damaged during your stay.

### **Liability**

The Company does not accept liability for loss or damage to any object, equipment, furniture, stock or any other property brought onto the premises by the Guest or persons authorised by the Guest. Cloakrooms are provided for the convenience of the Guests but any property deposited there is entirely at your own risk.

Lost property will be stored within the hotel for 3 months before disposal. Please contact the hotel directly as soon as possible to report any lost items. Any cost of postage will be recharged.

The Company will endeavor to assist Guests with storage of their equipment etc however it excludes liability for the loss or damage of those items.

### **Hotel Proprietors Act 1956**

This Agreement does not affect any rights, which the Guest may have under the Hotel Proprietor's Act 1956, where this act applies.

### **Force Majeure**

The Company shall not be in breach of the booking Agreement if it does not provide the services under this Agreement due to the following circumstances:

- Industrial action by the Company's employees
- Industrial action by the staff of one of the Company's suppliers
- Fire, lighting, explosion, riot, civil commotion, malicious damage, extreme weather conditions, storm, flood, burst pipes, earthquake, terrorism and the Hotel being damaged or destroyed.
- Breakdown of machinery, or any failure to supply the Hotel with gas, electricity, water and so on, outside the control of the Company.

If any of the above occurs the Company will do its best to avoid any inconvenience to you or your Guests.

### **Privilege Cards**

The Lewis Partnership Privilege Cards are issued on successful application and entitle the cardholder to 10% discount on food and beverages at participating Lewis Partnership venues.

Please mention "Privilege Card" at time of booking to obtain the discount. Failure to do so may result in the discount not being applied.

The Privilege Card must be shown prior to ordering and the card can only be used by the cardholder.

For table bookings the discount can only be used for up to a maximum of six diners, all other guests will be charged in full.

This offer cannot be used in conjunction with any other offer or special promotion.

The Privilege Card cannot be used throughout December, or for Valentine's and Mother's Day events.

Full balances must be settled on departure.

The Privilege Card is not valid on Saturdays.