

Terms & Conditions

Terms and Conditions for Online Bookings

These terms and conditions govern the use of our hotel's online booking platform. By making a reservation through our website, you agree to be bound by these terms. Please read them carefully before making your booking.

Reservation Confirmation: Your reservation is confirmed once you receive a booking confirmation email. It is your responsibility to review the details and notify us immediately of any discrepancies.

Payment: The provided credit or debit card will be charged according to the booking details. Any additional charges will be settled upon check-out.

Cancellation and Modification: Cancellations or modifications must be made within the stipulated time frame. Failure to do so may result in charges equivalent to your booking. The cancellation policy may vary depending on the rate selected.

Check-In and Check-Out: Check-in time is between 17:00 and 21:00, check-out time is by 10:00. Early check-in or late check-out may incur additional charges.

ID and Payment Card: A valid photo ID and the credit/debit card used for booking are required upon check-in. If someone other than the cardholder is paying, an authorisation form must be provided in advance.

Pets: Strictly only service animals are allowed on our premises.

Smoking Policy: Our hotel is entirely smoke-free. Smoking in guest rooms or indoor public areas will result in a cleaning fee.

Damage or Theft: Guests are liable for any damage to hotel property during their stay. We reserve the right to charge the provided payment card for any damages or missing items.

Privacy and Security: Your payment information is securely processed and stored in compliance with data protection regulations. We do not retain complete credit or debit card details on our servers.

Force Majeure: We shall not be liable for any changes or cancellations due to circumstances beyond our control, including but not limited to natural disasters, strikes, or government actions.

Complaints and Feedback: We value your feedback. Please address any concerns or complaints immediately to our front desk during your stay for a prompt resolution.

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Limitation of Liability: Our liability for any claims arising from your stay is limited to the total amount paid for your booking.

Governing Law: These terms and conditions are governed by and construed in accordance with the laws of England and Wales.

We encourage you to review our full terms and conditions before making a reservation. By proceeding with your booking, you acknowledge that you have read and agree to these terms. If you have any questions or require further clarification, please do not hesitate to contact us.