



Hotel Accommodation Terms & Conditions

1. A deposit of the value of the first night's stay is required to confirm a reservation and by paying this you are entering into a contract and accepting our booking Terms and Conditions. The same applies when you provide your credit or debit card information. The hotel may require payment in full in advance or on arrival. The person making the booking must be over 21 years of age and have the authority and responsibility to accept all the conditions on behalf of all party members.
2. Identification: photo ID (driving license or passport) must be presented on arrival by all members of the party to protect against theft and the fraudulent use of credit and debit cards. Full payment for the accommodation will be taken on arrival using the same credit/debit card made to pay the deposit, together with a pre-authorisation of an estimated amount for extras such as drinks, meals etc. During your stay we may ask to settle this account up to date, and pre-authorise for further charging. Unfortunately, your bank may take up to ten days to release any unspent amount and sadly we have absolutely no control over this. Should there be any outstanding charges on departure these will be debited to the card provided; any overdue account accounts will be charged interest at 8%.
3. Cancellations: if received more than 14 days prior to arrival: no liability and the deposit will be returned less an administration fee, from £35 per room. Cancellations received within 14 days prior to arrival: deposit retained and we reserve the right to charge the full cost if the accommodation is not fully re-sold. Non arrival will be deemed a cancellation. Travel insurance is very strongly recommended therefore. Cancellations must be received in writing using the same email address used to make the contract. Reservations made through third parties are subject to their Terms & Conditions and you must contact them to make any changes and not the hotel. A change of date or shortening the booking within 14 days of arrival will be deemed a cancellation. There is no allowance for meals missed for the period of the stay. Christmas and new year Terms & Conditions vary so please ask for a copy. All promotional rates that are pre-paid in advance are non-transferable and non-refundable; travel insurance is very strongly recommended.
4. Food, drink and smoking: in the public areas and hotel grounds items only purchased from the hotel can be consumed; we reserve the right to remove any food and drink if this condition is not followed. Smoking is not allowed in any part of the hotel including bedrooms. If this ban is ignored, a deep cleaning charge from £100 per room will be made and you will be liable for the cost of alternative accommodation if the next occupant refuses to accept the room(s).
5. Behaviour: guests and their visitors must not be rude, excessive or rowdy. Threatening, offensive or illegal behaviour will not be tolerated at any time. We reserve the right to recover from the person making the booking (or the party) any discretionary compensation payment or discount we may have to give to other guests. Any damage to the hotel building, fixtures, fittings and flood damage will have to be paid for.



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6. Failure to comply with any of the conditions: at any time may result in the booking(s) being cancelled and/or the party being asked to leave immediately if, at our sole discretion, we feel the conditions have been infringed. The account will be due in full and no refunds will be given in these circumstances.
7. Improvements, maintenance and changes: these take place all year round and we always do our best to ensure guests are not inconvenienced. No compensation will be paid if a facility becomes unavailable but we will do our best to provide a suitable alternative. During quieter periods or when an event is taking place, only one restaurant may be available.
8. Events beyond our control: we will not pay you compensation if public services such as water, gas, electricity etc fail. or if any disturbance is beyond our control including high winds during a particularly stormy period which can happen at any time of the year.
9. Hotel liability: in all cases with the exception of personal injury or death, our liability to you for the total of all claims arising out of your holiday with us is limited to the cost of the booking. Personal belongings are the responsibility of each member of the party, but items of value can be left in the safe at Reception. We accept no liability whatsoever for any accident, loss or damage to property unless such loss is demonstrably due to our negligence; liability is limited under the terms of the Hotel Proprietors' Act 1956.
10. Check in: rooms may not be ready until 2.30pm on day of arrival. However, you are welcome to arrive early and use the car park and hotel facilities from noon. Towels are provided for the AquaClub and Spa, but please do bring your own beach towels unless flying. If you wish to guarantee an early check-in, rooms can be booked for the night before at an extra charge.
11. Check out: 11am and late departures will be charged for. However, subject to availability and with written agreement, a late check-out may be arranged nearer the time of the holiday at an extra charge.
12. Car Parking: Vehicles are parked at the owner's risk. The car park is monitored by Automatic Number Plate Recognition (ANPR) cameras and is monitored by a third party provider. All the data collected is managed in accordance with the outside company's privacy policy. The hotel does not control or manage parking enforcement, fines, or data handling. It is the responsibility of the driver of any vehicle entering our site to personally register their vehicle at Reception to ensure a fine is not issued. We do not accept liability for any incorrect fine issued by the third party provider.



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13. Dogs are very welcome: however, they must be very well behaved at all times, fully house trained, always on a leash in public areas, with responsible owners. The limit is two dogs maximum per room (and never on any furniture please) and the charge is £33 per dog per night – one paw over the threshold and the charge applies. Regrettably, guests from time to time sneak in dogs in an attempt to avoid these charges, and in these instances double the normal charges may apply and will be payable immediately. Arriving with more than two dogs will place the dog owner in breach of contract and we reserve the right to cancel the booking immediately without any refund.
14. Special offers: these cannot be used in conjunction with one another and are always subject to availability and may be withdrawn without notice. If the conditions are not fully met then the standard tariff will apply.
15. Wedding accommodation: if you are part of a package please refer to the specific Wedding Terms and Conditions.
16. Prices: are correct at the time of publication but may change without notice, with the exception of confirmed bookings. Those will not alter other than to reflect any changes in tax.
17. E&OE.
18. The right to refuse a booking: this will happen from time to time and with good reason.