

# Booking Terms and Conditions for Oak Bank Hotel

Thank you for choosing Oak Bank Hotel.

When you make this booking you are entering an agreement with us. Please read our terms and conditions of booking below, particularly 'Dining'.

**To book more than one room at a time click the box 'Show all available rooms'.**

For all bookings we require a deposit of £50.00 per room to confirm the booking. We will charge this to your credit or debit card. The remaining balance is due on departure.

We will send you an email or letter confirming the booking.

**Prices:** The price includes accommodation, breakfast and VAT. Unless clearly stated on the booking form all extras such as additional meals, drinks and wine etc are additional. We accept the following forms of payment: cash, debit cards, credit cards. One night stays on a Friday or Saturday night may be declined unless they 'slot in' between two other stays. If they are accepted they will incur a £10 per room supplement. Please note that guests dining together at tables of six or more will incur a service charge of 10% on the food & drink element of their stay.

**Arrival:** Your accommodation will normally be available to you from 2.00 p.m. on the day of arrival, unless otherwise arranged.

**Departure:** Please vacate your accommodation by 11.00 a.m. on the day of departure. Your bill for the accommodation and any extras or services taken during your stay is payable on departure.

**Room Allocation:** When you book rooms online you do have to be specific about which room you book, however, we do reserve the right to change your chosen room to a different one within the same grade or as an upgrade so that we can maximise our room occupancy or if your chosen room cannot be occupied due to a reason beyond our control. We would tend to inform you if this is the case. We will not alter bookings made for the three Superior Plus Rooms.

**Dining:** We like guests who choose to stay with us to experience our dinner at least once during their stay, therefore we have made this a mandatory requirement; 99.9% of our guests choose to book on our great value Dinner, Bed & Breakfast terms and dine in everyday of their stay. If you wish to book dinner at the special price of £20.00 per person for every night of your stay please tick the box for 'Dinner'. This will guarantee you a table and allow you a choice 4 course meal from the daily changing menu and coffee with petit fours which has a value of £35.00 per person. Alternatively, if you would just like to book dinner for some nights please let us know in 'Notes'. Please note, if you change your mind and decide to take dinner whilst at the hotel and you have only booked bed & breakfast it will be at the full menu price which starts at £23.50 for 2 courses, £29.50 for 3 courses, £32.50 for 4 courses and coffee is from £2.50. This is also subject to tables being available as we are also open to non-resident diners, so we may not be able to fit you in. No reduction will be made to bills in the event of meals not being taken or missed. We do not offer 'room only'.

**Cancellation and Insurance:** Once you have booked your stay, our agreement is a legal contract and the £50 deposit you pay upon reservation is non-refundable. If you need to cancel please contact us immediately. For cancellations made up to 4 weeks before the start of your stay you will not be liable for any further payment. For cancellations made between 4 and 2 weeks before the start of your stay you will be liable for 50% of the cost of your stay unless we manage to re-let the room. For cancellations made after this time or by failing to

take up the booking without cancelling you will be liable for the total cost of your stay. However, due to the popularity of two of our rooms, if you book either the Iris Four Poster Room or the Acorn Suite with the spa bath and cancel within 4 weeks of the start of your stay or fail to take up the booking without cancelling you will be liable for the total cost of your stay unless we manage to re-let the room. For this reason you may wish to take out cancellation insurance, which is inexpensive and can be obtained from any good broker.

**Non-availability:** We would only cancel your booking if your accommodation was unavailable for reasons beyond our control. We would attempt to offer you alternative accommodation, however if this was not possible, or unacceptable to you, then we would refund all monies paid by you. Our liability would not extend beyond this refund.

**Damages and Breakages:** Please take care with our accommodation. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. Please report these as soon as they occur. We do not normally charge for minor breakages, but we may send you an invoice for repair or making good if the damage or breakage is significant, particularly if you do not report it.

**Pets:** Small well behaved dogs are permitted by prior arrangement in three bedrooms and the front lounge only of the public rooms at a cost of £15 per dog per stay.

**Liability:** We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

**Data:** Any data gathered during the course of this booking may be held on computer.

We look forward to welcoming you to Oak Bank.