



## Terms and Conditions

**Deposits:** All bookings require a deposit of £50 or full advanced payment. All advanced purchase bookings are non-refundable. All deposits are refundable with more than 14 days' notice (must be cancelled in writing)

**Cancellations:** All bookings cancelled within 14 days prior to the arrival date will incur a 100% charge of the first night. If a cancellation is made within 48 hours of arrival, total price of your reservation will be charged.

**Group Bookings/Festive period:** Group bookings for 4 rooms or more or Christmas (24<sup>th</sup> – 26<sup>th</sup> Dec) or New Year (30<sup>th</sup> Dec – 1<sup>st</sup> Jan) require a minimum of 12 weeks' notice in writing for the deposit to be refunded.

**Amendments:** We try to be as flexible as we can but if a booking is amended to fewer nights than the original booking was made for, we reserve the right to charge in full for the cancelled nights. Any bookings moved from their original booking date (within 14 days prior to arrival) will be subject to a £15.00 administration fee.

**Children:** Children are welcome at The Brown Horse Inn. For under 12's we can put an extra bed in a double room (maximum of one per room) for £15 per night including breakfast. Children occupying their own room will be charged the full adult tariff.

**Room Occupancy:** Double rooms are booked for the maximum occupancy unless specified at the time of booking when a single supplement will be applicable. If this is not specified, then a double occupancy rate will be charged for the room.

**Discounts/Special Rates:** If you wish to claim a discount, book on a special rate or use a voucher, this must be mentioned at the time of booking. Rates cannot be altered once the booking is made. Any vouchers must be handed in on check in.

**Dogs:** We do not allow dogs in the pub accommodation rooms; however, we do allow them in the bar area if you wish to dine. Dogs are not permitted in the bedrooms & we ask that you do not allow your dog onto the soft furnishings.

**Check In & Check Out:** Rooms are available from 14.00 on the day of arrival we kindly request that all rooms be vacated by 10.30am on the day of departure. Late check out may be available at an extra charge.

**Promotions and tariffs:** All tariffs are subject to availability and can be withdrawn or changed at any time. Special promotions are not available with any other offer and not available bank holidays, school holidays or over the festive period.

**Bank Holidays:** Sundays will be charged at weekend rates.

**Smoking:** The Brown Horse Inn is strictly non-smoking. If any guest is found to have been smoking indoors there will be a charge of £200 to cover any cleaning costs.

**Damages & Breakages:** All breakages, damages or soilage must be reported to reception and charged for accordingly.

**Travel Insurance:** We recommend you take out holiday / travel insurance in case of cancellation.