

## Room Booking Policies.

### **Terms:**

“You” are referred to as the ‘Client’, ‘you’

“Hinsley Hall” referred to as ‘us’, ‘Hinsley’, ‘Hinsley Hall’, ‘we’, ‘hotel’

### **Bookings.**

All bookings are subject to the terms and conditions set out below. This applies to bookings made online, in person at the hotel or over telephone. All terms and conditions are between the client and Hinsley Hall Properties LTD.

All rates are subject to availability and are subject to change without prior notice.

Bookings are taken at the sole discretion of Hinsley Hall

We have a minimum age policy of room bookings and must be 18 before doing so. Under 18s are welcome to stay here at Hinsley Hall but must be accompanied by an adult.

Hinsley Hall may request to see your proof of ID.

### **Rates**

All room rates quoted are inclusive of VAT and all B&Bs include breakfast within the rate.

### **Payments**

When booking online you will be asked for your card details to secure the booking. Unless you wish to pay there and then, no money will be taken from your account.

All bookings must be paid for on arrival. This can be done by cash or card (Visa, mastercard and AMEX).

Any promotional items paid for are non-refundable and non-transferable.

If you require to add items to your room, then a pre-authorisation will be taken from your card of £50 and the full amount will be taken upon departure.

Payments can also be made via Hinsley Hall monetary gift vouchers.

### **Check ins and Out**

Check in is available from 1pm every day. Check outs are to happen at 10am. Late arrivals should inform the hotel within good time to let us know an ETA.

### **Cancellation**

Cancellation by the client 24 hours prior to arrival will be liable for a full nights room charge. Hinsley Hall at its sole discretion may remove this cancellation charge. Cancellation by the client prior to 24 hours but not exceeding 72 hours may have to pay 50% of the first nights fee. Any thing prior to 72 hours there is no cancellation charge.

Cancellation by Hinsley Hall; which we very rarely have to do, firstly we would inform you and then we would find you suitable accommodation nearby at no extra cost to you or offer a full refund. We would not be liable for any extra expenses incurred because of this change.

### **Car park**

The car park is free for all clients of Hinsley Hall, however we are not liable for any damage incurred as a result of you using our car parks.

### **Smoking**

Hinsley Hall is a smoke free building. Because of the floral arrangements at the doors we ask people to use the designated smoking area around the grounds

### **Circumstances outside of Hinsley Hall’s control**

This term relates to anything outside of our reasonable control. Any event that we have not foreseen or able to avoid even with due care and attention, we would not accept any responsibility for. This could be circumstances similar to but not limited to: Fire, flood, building destruction (which cannot be

remedied before your stay), storm or other adverse weather conditions, break-ins, civil damage, war, terrorist threats, terrorist action, natural or nuclear disaster and all similar conditions outside of our immediate controls.

### **Food & Beverage**

Food and Beverages may be added to the room account and paid for upon departure. Only alcoholic beverages purchased in the hotel may be consumed. If alcoholic beverages are brought in then a corkage charge will be made.

### **Pets**

Pets are not allowed to stay in the hotel apart from assistance dogs.

### **Accessibility Requirements**

Any accessibility requirements must be noted to the hotel prior to arrival as rooms may have already been allocated. We do have ground floor rooms available and would allocate these to the people with less mobility if notice is given prior.

### **Your Data**

By giving your email address in you are confirming that we are allowed to use it for promotional/marketing campaigns. You may opt out at any time by following the link in the email. We do not sell or share any data with any third parties.