

Booking Terms & Conditions

DEPOSITS & CANCELLATION POLICY

Deposits paid for Advanced Purchase and other package offers, as indicated at the time of booking, are non-refundable. If the hotel is notified up to 48 hours prior to arrival, guests may transfer their booking to another date within 6 months of the original arrival date. The rate for the new date will apply and any increase in rate will need to be paid for by the guest at the time of transfer.

For Group or Wedding terms and conditions please refer to the hotel. For Christmas and New Year packages, a £250 non-refundable deposit is payable at the time of booking with the non-refundable balance payable by the 1st December.

A credit or debit card is required for all other bookings to secure your reservation. If you amend or cancel your booking up to 48 hours before your arrival date, there is no cancellation charge. If the booking is cancelled within 48 hours of your arrival date, or in the case of a no show, the full value of the reservation will be charged.

Where a stay is amended to fewer nights within 48 hours of the date of the stay, we will try to be as flexible as possible, but reserve the right to charge for the cancelled nights. We will attempt to re-sell the nights and therefore not charge.

CANCELLATION BY US

Very occasionally we may have to cancel your reservation due to the unavailability of particular personnel or key facilities or due to an event outside of our control. In the event of this happening we will inform you promptly. If possible, we would attempt to offer alternative accommodation of the same standard. Alternatively, we would offer alternative dates for your stay or a full refund.

Regrettably we cannot pay compensation or reimburse any expenses or costs you may incur. If we were to offer alternative accommodation you may still choose to cancel the booking and we will refund the payments you have made to us.

Marshall Meadows Hotel Limited cannot accept responsibility or pay any compensation where the performance or prompt performance of the contract is prevented or affected by reason of circumstances which amount to 'Force Majeure'. Circumstances amounting to 'Force Majeure' include any event which we could not foresee or avoid. Such circumstances include the destruction or damage of your accommodation through fire, flood, explosion, storm or other weather damage, break-in, criminal damage, riots or civil strife, industrial action, natural or nuclear disaster, adverse weather conditions, war or threat of war, actual or threatened terrorist activity and all similar situations beyond our control.

We may have to make minor changes to our facilities and some may be unavailable due to events we

are hosting or maintenance at any time so please enquire about their availability before you book with us. In such circumstances we will always make every effort to provide alternative facilities; however, we do not offer refunds in the event of any facilities or services being temporarily withdrawn.

ADVANCED PURCHASE RATE – BED & BREAKFAST AND DINNER, BED & BREAKFAST PACKAGES

This rate must be fully prepaid – payment will be taken within 24 hours of booking. This booking is non-refundable and non-transferable.

B&B, DINNER, BED AND BREAKFAST AND ROOM ONLY, PACKAGES

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ACCEPTED METHODS OF PAYMENT



CHILDREN

Children under 2 are Free of Charge, children under 14 years of age are charged at £35 per child per night Bed and Breakfast. Children's evening meals are charged as taken off the children's menu. Children are allowed to eat in Restaurant 1782 but we recommend early sittings. Cot hire is £15.00 per cot per night. Any additional room required in order to accommodate extra persons, will be charged at full tariff. Regrettably no under 16's are permitted to occupy their own room.

DISCOUNTS/SPECIAL RATES

Specific offers, packages or discounts will have their own, dedicated terms and conditions. Please enquire at the time of booking.

DOGS

Dogs are charged at £30.00 per dog per stay subject to availability.

DISABLED ACCESS

Owing to its construction and structure, Marshall Meadows Manor House does not have an accessible room or easy wheelchair access. Ground floor rooms are available in the separate Stables Suites within the hotel grounds.

CHECK-IN AND CHECK OUT

Check in is guaranteed from 15:00, and check out is 11:00. A late checkout supplement for 12:00 is £50, subject to availability.