

The Edgemoor Hotel

Accommodation Terms and Conditions

The following Terms and Conditions apply to all Accommodation bookings made on this website, via email, fax and telephone.

In these Terms and Conditions the following definitions apply:

“The Agreement” is your Booking Confirmation and the Terms and Conditions;

“The Hotel” is the premises for which your Booking is made;

“The Booking(s)” includes accommodation, functions and any event bookings made;

“The Guest(s)” is the person, company, organization or other body responsible for making the Booking;

Bookings

Guests may book in advance or on arrival. Rooms are subject to availability and the Hotel reserves the right to refuse any Booking for good reason. Although payment is generally required on departure, there may be occasions when the Guests are required to fully prepay or provide a deposit at the time of the Booking, or, on arrival at The Hotel. Deposits paid are non refundable

Charges

Any meals, service or VAT (at the current rate) are included only if specified. A minimum length of stay may apply to certain rates.

Certain booking dates require a deposit. Deposits paid are non refundable e.g Christmas, New Years Eve, Valentines.

The VAT breakdown shown is indicative based on the current rate of VAT, and the expected VAT treatment of the goods or services, and may change depending on the actual tax point of the invoice, and the VAT treatment of the goods and services purchased at that date.

Price lists for additional items, such as Restaurant meals and Room Service, are on display at relevant locations within the Hotel and are available on request.

Payment

You will be asked to provide a credit card (or debit card) at the time of the Booking to secure your reservation. Where a deposit or full payment is required in advance; you are authorizing the debiting of the card provided. Deposits paid are non refundable. Full payments made are refunded against our cancellation scale below

Accommodation payment refund where full payment has been made

Within 3 Calendar Months – 50% of payment refunded

Within 2 Calendar Months – 25% of payment refunded

Within 1 Calendar Month – No Refund of Payment

We accept the following methods of payment: Credit Cards: American Express, MasterCard / Visa Debit Cards: Visa / Delta and Visa / Electron.

The Guest must pay all outstanding charges on departure from the Hotel.

Cancellation/ Non-Arrival

The first nights accommodation and breakfast charge will be payable if your accommodation is cancelled less than 24 hours before the day of arrival. The same charge will apply for a non arrival

Cancellation and non-arrival charges will be charged to the credit / debit card supplied at the time of booking. The Company reserves the right to charge for one night's accommodation per room booked, if the above cancellation requirements are not met.

Arrival and Departure

Guests may check-in at any time from 3.00 p.m. on the day of arrival. All rooms that have been secured by credit / debit card or prepaid at the time of booking will be held until 12.00 noon on the following day. Any non-secured reservation will be held until 6.00 p.m. on the day of arrival at which time the hotel is entitled to re-let the room, unless the guest has notified the hotel of a late arrival.

On the day of departure we kindly ask all guests to vacate their rooms by 11.00 am (unless a later departure is stated as part of your booking). Late check-out after this time can be requested subject to availability and will be charged at an hourly rate at the discretion of the hotel.

Accessibility

Please contact our reception on 01626 832466 to discuss specific individual requirements and the availability of appropriate accommodation.

Parking

The hotel has its own car park.

Hotel Events

Please be aware that at certain times throughout the year our hotel may host weddings, events and parties, which you may feel would be an intrusion on your break. Please contact the hotel directly in advance of your stay for further information.

Insurance

The Company's liability where accommodation is booked for Guest belongings is generally limited under the Hotel Proprietors Act 1956.

The Company maintains appropriate insurance cover where the Hotel is liable for any injury or loss or damage suffered by our Guests.

If you have a problem

In the unlikely event that you have a problem during your stay you must bring it to the attention of the Hotel management at the time to ensure that we have an opportunity to rectify the problem during your stay.

Use of Personal Information

We do not pass your details on to any third party

Licensing and Statutory Regulations

The Company, Hotel, functions and conferences within it are subject to Statutory Regulations including those relating to fire precautions and entertainment. The regulations must be strictly observed and a copy is available from the Hotel. The provisions of the Licensing Act 1964 as amended must be observed

Hotel Proprietors Act 1956

This Agreement does not affect any rights, which the Guest may have under the Hotel Proprietor's Act 1956, where this act applies

Web Site Information

While all reasonable efforts have been taken to ensure the accuracy of information on this website the Company do not accept responsibility for errors or omissions and reserve the right to amend, cancel or vary any of the arrangements featured on this site without notice. Please note that in certain circumstances, generic photographic images have been used to represent the general style of a particular product or hotel.

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