

RESERVATION & CANCELLATION TERMS

Check-in & Check-out: Check in is available from **3.00pm** and check out is **11.00am**. Prior arrangements are required for late check-out, however, please be advised we are unable to confirm until the day of arrival.

Arriving after 8pm? ... please let us know of your expected arrival time. If you are due to arrive after 9pm prior arrangements need to be made for a late check-in. If arrangements haven't been made for a late check-in your reservation will be cancelled at 9pm.

Hotel Reservations: A valid credit card is required to secure all hotel reservations; this card will be charged for the full room amount 48 hours prior to arrival. If we are unable to secure your reservation with the card details provided your reservation will be cancelled 2-3 days prior to arrival. If you are booking a package payment will be taken at time of booking and the relevant cancellations are below. If your booking is via a third party or channel please refer to their conditions and the ones that are emailed to you directly or on their webpage in regards to our hotel.

Cancellations and 'No shows': please check your confirmation correspondence carefully to know the relevant cancellation policy that applies to your reservation/rate you have booked.

'24- hour cancellation policy'– cancellations must be made by email/telephone by 3 pm the day prior to your arrival. Cancellations made after this time will be charged in full.

'48 hour working week cancellation policy' - cancellations must be made two working days prior to your check-in time. Cancellations made after this time will be charged in full. E.g., if you wish to cancel a Monday evening reservation, cancellation must be made by 3pm on the Thursday prior, for a Tuesday reservation by 3pm on the Friday prior. Cancellations made after this time will be charged in full.

'Group Hotel Reservations' (four rooms or more) are charged accordingly: 14-8 days' notice are charged 50%, less than 8 days' notice are charged in full e.g., 100% of basic cost.

Package Cancellations:

'Dinner, bed & Breakfast' or any other package cancellations need to be made by 3.00pm, 48 hours prior to the day of arrival, cancellations made after that time will be charged in full.

'New Year's Eve package' full payment is required at time of booking and non- refundable from the 1st December.

All about the babies and Kids: We have cots for babies and beds for small children. Please discuss this when booking to ensure we reserve the right type of room to accommodate you for your stay. Children sharing a room with an adult are charged £20.00 per fold out bed and £10.00 for a cot. We have a number of highchairs available in the restaurants and offer decent children's food choices.

Dogs: we welcome smaller well-behaved dogs in a number of rooms at a charge of £15.00 per dog per night. Dog friendly rooms are High Brow, High School, Du Barry & High Tea. Dogs are welcome in the bar area but are not allowed in the inside dining areas (with the exception of guide dogs.) See our full terms below for further details. We ask that dogs are not allowed on beds & furniture, in the unlikely event that 'muddy paws' cause any extra cleaning please see damage section below.

Dining Reservations: Advance dining reservations are recommended. Your reservation will be held for 15 minutes past your booking time. Arrival after this time will be treated as a "No Show" & the table will be released. If you requested a reservation(s) via the online hotel reservation system please ensure they are confirmed via email within 24 hours, or re-contact our reception team directly, as online requests are not guaranteed until confirmed via email.

Dining Cancellation/No Shows, we work on a 24 hours' notice of cancellation from the reservation



time. Reservations cancelled or modified (e.g., guest numbers reduced) after this time will incur a £15 per person charge.

Gift Vouchers: Gift vouchers should be presented before check-out is complete. Gift vouchers are non-refundable, non-transferable, nor cash back given.

Damage & Noise: In the unlikely event of replacement, cleaning or repair being required to any item(s) belonging to the hotel, or the fabric of the hotel itself, because of willful damage, or damage incurred because of reasonable precautions having not been taken, we reserve the right to reclaim all and any costs incurred including loss of business by charging the credit/debit card given to secure the reservation, without prior consent being required. Invoices will be supplied to support the claims/costs charged. We reserve the right to refuse accommodation or service, if we consider hotel guests (and or their pets) conduct, noise level and or a risk to selves or others. Where this is the case, The Bell Inn has no obligation to refund for loss of accommodation, or services or any other loss or expense incurred.

Smoking: The Bell Inn is a completely smoke free environment. We reserve the right to charge extra night's stay (at the prevailing rate and using the credit card given to secure the reservation) if we have to professionally clean and air the room for 24 hours before next occupancy.

Parking: Cars and their contents are left at the car owner's/customer's own risk. We do not accept responsibility for loss or damage.

Packages: e.g., Bed & Breakfast Packages: There is no refund for meals which are not taken by guests and lunch or breakfast cannot be taken in place of dinner or vice-versa – unless specifically stated in the package. Please note that deals/packages that include dinner/lunch must be reserved at the time of reservation, we are unable to fully guarantee the package until the dining requests are confirmed via email. Breakfast deals include a full English breakfast plus a filter coffee or tea (specialty coffee or any other drinks are not included.) When reserving a deal/package all rooms/types are subject to availability. Unless specified in the package information drinks are not included. We require lunch/dinner to be taken in the specified restaurant and is nontransferable for other meal times or other restaurants. The deal does not include children or infants to stay or dine – these will incur supplementary costs that can be confirmed at time of booking.

Pricing & Payments: Prices are subject to availability and are inclusive of VAT at the current prevailing rate. Your price is guaranteed once you have been given a confirmation number. For the avoidance of doubt, your price does not include any incidental charges which you may incur during your stay. Such charges will be payable by you on your departure and, in the event that you fail to pay any such incidental charges, it is a condition of your contract with The Bell Inn to debit your credit/ debit card.

APPLICABLE LAW: These T&C's, their subject matter and formation (and any non-contractual disputes or claims) are governed by and construed in accordance with English law. If you are a consumer, you and we both agree that the courts of England and Wales will have non-exclusive jurisdiction over any claim arising from, or related to, your reservation and/or stay at The Bell Inn Hotel. We retain the right to bring proceedings against you for breach of these terms and conditions in your country of residence or any other relevant country. If you are a resident of Northern Ireland, you may also bring proceedings in Northern Ireland, and if you are resident of Scotland, you may also bring proceedings in Scotland.

If you are making a business reservation, you and we agree that the courts of England and Wales will have exclusive jurisdiction over any claim arising from, or related to your reservation and/or stay at The Bell Inn Hotel.

CONTACT INFORMATION:

Email: info@bell-inn.co.uk

Telephone: 01375 642463