



# *The Crown Country Inn, Munslow*



## Booking Terms and Conditions

We are delighted that you are making a booking with us please take a moment to read over the following terms and conditions as this will apply to all bookings made.

- 1) Enquiries to be made by telephone or email regarding availability and prices.
- 2) Bookings can only be accepted by persons over the age of 18 years.
- 3) For the comfort and safety of all our guests we are a totally non smoking establishment.
- 4) Your booking is personal to you and you are responsible for it. If you make a booking on someone else's behalf, you must state the correct name of each guest being booked.
- 5) We do not offer accommodation for any dogs / pets. (With the exception of guide dogs).
- 6) A credit / debit card is required to secure your reservation. Full payment on arrival is required for guests with no pre-reservation.

### 7) Cancellation Policy:

If you have to cancel your reservation please let us know immediately. We will require confirmation in writing before any cancellations can be confirmed by the inn.

If a room is cancelled and we are unable to re-let the accommodation we reserve the right to make a charge.

On room reservations that have not been prepaid before arrival there will be no cancellation charge if a booking is cancelled before 09:00 14 days before your date of arrival. If the booking is cancelled later, or in the case of a no-show, the entire stay will be charged unless otherwise stated in the room notes.

**On all pre-paid and special room offers this also includes all Web offers, email offers, discounted room offers or supplements a full pre payment is required with no cancellations or refunds. This will also be stated in the offer that is being booked and confirmed.**

- 8) When booking any holiday or break away please make sure you have sufficient holiday insurance cover.
- 9) Check in times Tuesday to Saturday is between 1.30pm to 3.00p.m. or after 6.00p.m. But no later than 9.00pm. Check in times for Monday and Sunday only before 4.00p.m. Please note that we are closed for food and drink all day Monday and Sunday evening.
- 10) Please note the Inn is closed during each afternoon, Sunday evening and all day Monday.
- 11) Guests are asked to vacate their rooms by 11.00a.m on the day of departure.
- 12) Earlier arrivals and later checkouts may be available by prior arrangement only and subject to availability with an automatic charge of £15.
- 13) Accounts can be settled by cash, debit card or most major credit cards. Guests are required to settle all charges on departure unless alternative arrangements have been made and agreed in advance.
- 14) We reserve the right to refuse a guest entry and accommodation if on arrival we reasonably consider that the guest is under the influence of alcohol or drugs, is unsuitably dressed or is behaving in a threatening, abusive or otherwise unacceptable manner.
- 15) We reserve the right to ask a guest to leave the hotel, if they are causing a disturbance or behaving in an unacceptable manner. Full payment and any costs occurred will be taken.
- 16) A minimum charge of £30.00 will be made if extra cleaning is needed due to sickness, smoking in bedrooms etc. All damages must be paid for on departure, however if we find any kind of damage, sickness, smoking etc we reserve the right to charge the card details you left as security for the booking to cover cleaning costs.
- 18) Guests will be liable for any loss, damage or personal injury they may cause to themselves or others whilst at The Crown and its surroundings.
- 19) We will not be liable for any failure to perform any of our obligations in relation to your booking, arising from;
  - \* Extreme weather conditions
  - \* Acts of God
  - \* Fire, Explosion or accidental damage
  - \* Collapse of building structures, failure of machinery and equipment etc
  - \* Interruption or failure of utility services
  - \* Any other act, event, omission or accident which is beyond our reasonable control