



The Crown Country Inn, Munslow



Booking Terms and Conditions – Covid 19

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 are between 4.00p.m. and 6.00p.m.

Access to the accommodation out of opening hours is via the lane at the side of the Crown but this is by foot only and not owned by the Crown. **Please be careful and be aware that this is a private lane which is attached to a working farm, so at times it can be muddy during wet weather and winter months.**

10) Guests are asked to vacate their rooms by 11.00a.m on the day of departure.

11) Earlier arrivals and later checkouts may be available by prior arrangement only

12) 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.

13) 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.

14) 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.

15) A minimum charge of £30.00 will be made if extra cleaning is needed due to sickness, damage, 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 that was left as security for the booking to cover cleaning costs.

16) All Guests staying will be liable for any loss, damage or personal injury they may cause to themselves or others whilst at The Crown and its surroundings.

17) 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

Covid-19 // Corona Virus – Important information whilst staying at The Crown

The Crown will be only open for limited days for bed and breakfast and dining in.

Bed and breakfast will be available Thursday - Saturday.

Other days are available on request but on a bed and breakfast only basis. The Inn will be closed for dining.

FRIDAY - Doors closed by 10pm

DINNER only 5pm to 10.30pm, Food served 5.30pm - 7pm

SATURDAY - Doors closed by 10pm

LUNCH Food served - 12.30pm - 3pm

DINNER Food served 5.30pm - 7pm

SUNDAY LUNCH - 12 - 4.30pm

Food served 12.30pm - 2.30pm

If you have any special dietary needs please inform us as soon as possible.

Please contact us directly to make a booking on 01584 841205 as limited availability.

Due to Covid-19 & keeping in line with Government guidelines we have made some changes at The Crown. This is also for the comfort and safety of our customers and staff.

Face Masks

- In all public areas facemasks must be worn when they are walking around the Inn and accommodation area. All our staff will still be wearing face coverings..you are not alone.
- **EXEMPTIONS:** Children under 11 years old **DO NOT** have to wear a mask. Also, if you have been exempted for health reasons, we will have to see your exemption card. Please don't be offended that we have to check.

Information for Test and Trace

- All details of any guests are documented in our track and trace system.
- All residents will have to fill in a Covid 19 information form.
- We also have on display the official NHS QR code poster to check-in.
- This information is vital for the NHS Test and Trace service in England to contact the necessary people if Coronavirus outbreaks are identified in any venue

Bed and Breakfast Areas

- There are hand sanitising stations throughout the accommodation and Inn.
- We will be adhering to the minimum of 1 metre with extra precautions and social distancing.
- We ask that all our guests respect social distancing whilst enjoying their stay.
- We will only go into the rooms to change bed sheets, pillowcases etc and service as requested. However we reserve the right to check the rooms as needed. Rooms can be serviced upon request.
- **Breakfast** is served between 8.30-9.30am Monday - Saturday and between 9.00-9.30am on Sundays and is usually served in the Corvedale Restaurant but on some occasions we may have to serve it downstairs in the Bar Area. If you require an earlier time please could you request this the day before and we can arrange a continental breakfast, either in your room or in the restaurant areas.
If you require room service there will be an added service charge on your bill.

If you have any concerns during your stay or prior to arrival please do not hesitate to speak to us, we hope to provide a welcoming safe environment for you to enjoy.

These aren't our rules, they are now the LAW. Unfortunately if we don't stick to them we are at risk of being shut down or heavily fined...so please bear with us, thank you.