

TERMS AND CONDITIONS

Prices and special offers

All prices quoted are inclusive of VAT at the current rate. We reserve the right to increase prices quoted if the rate of VAT is increased. Wine and beverages prices are liable to change at short notice due to increase in duty levied by customs and excise. All special offers are subject to availability and are only valid at the time of booking excluding public holidays and certain special events. Existing bookings and third party bookings are not eligible for these rates/offers and cannot be used in conjunction with any other offer. All per person quoted rates are based on two sharing a room. There is no discount for single occupancy on special offers.

Arrival and departure

We endeavour to have your room ready for you from 2pm on the day of arrival and ask that, if you are going to be a later arrival that you notify us in advance.

If you arrive early and your room is not ready, we are happy to store your luggage and if there is space you are welcome to leave your car in the car park also.

We ask that you check out on the day of departure prior to 11am.

Rooms

Some of our rooms can be made up as doubles or twins, and some can accommodate extra beds. The bed configuration that you require must be confirmed at the time of booking. Please see our rooms page on our website for further information, or telephone us if you require any help.

Additional guest charges will be made for extra beds at the following rate: £45.00 per person. (Please note: our extra beds are only suitable for children up to the age of 16).

Our rooms are serviced up until 2.45pm each day. If you would like your room made up after this time, we ask for 24hrs notice and a charge may be made.

Cancellation Policy

By the hotel

The hotel reserves the right to cancel any booking forthwith and without obligation to the client in the event of the following circumstances:

- If the hotel or any part of it is closed due to damage or destruction caused by fire or other cause beyond the control of the hotel which shall prevent it from performing its obligations in connection with the booking. In these circumstances, every effort will be made to accommodate the booking in another establishment.
If the client is more than 28 day in arrears with any payment due under this contract.
- If the hotel in its sole discretion believes the booking or the client might prejudice the reputation of the Hotel.

Cancellation by the client

Cancellation must be given in writing by email or letter and the following charges will apply:

- Advance purchase bookings: Non-refundable/non-transferrable
- 1 to 4 rooms booked: 24 hours (12noon the day before arrival) to be given to avoid a cancellation charge equivalent to the first night's stay, per room.
- 5 or more rooms: 14 days must be given to avoid a cancellation charge equivalent to 1 night's stay per room.
- Exclusive use: 8 weeks must be given to avoid a cancellation charge equivalent to 1 night's stay per room.
- Bookings made via a third party website must be made directly with such company

A minimum two-night stay is required at weekends, to include a Saturday night. However, if other reservations allow, we may be able to accommodate a one night stay. Please telephone for availability.

Smoking Policy

Villa at Henrietta Park is strictly non-smoking throughout the building and its grounds. A charge will be made for cleaning if any guest fails to acknowledge this.

Parking

Parking is available in our car park or on the adjacent roads and is £5 per night, per car when you book your accommodation directly with the hotel.

Cars and their contents are left entirely at the owners' risk.

Any damage to the property or its fixtures and fittings by a vehicle will incur a charge.