



# The Inn on the Moor Hotel

## Terms & Conditions

### Reservation Information

All prices quoted are per room, per night and are inclusive of VAT at the current rate. Tariffs shown do not include Christmas, New Year or Bank Holidays when special packages will be available. It is not The Inn on the Moor Hotel's policy to include a service charge and this is entirely at the discretion of Hotel guests.

### Confirmations, Deposits & Cancellations

A deposit payment of £50.00 is required when making a reservation. This deposit is refundable providing The Inn on the Moor Hotel receives notification of cancellation at least 72 hours prior to the day of arrival. No reductions will be made for an early departure. Please be aware, guests will not be granted access to their room until a deposit payment has been received.

The Inn on the Moor Hotel reserves the right to refuse access to Hotel guest rooms, to any persons, upon arrival. The full cost of a reservation will be charged if The Inn on the Moor Hotel does not receive notification of cancellation or guests fail to check in on their specified arrival date. The remaining balance of your stay will be payable upon your departure from The Inn on the Moor Hotel.

We accept cash and all major Debit/Credit Cards upon booking – including American Express.

Please be advised, final payment by cheque will not be accepted upon departure.

**Please be aware that special event packages or special offer deals may contain alternative cancellation policies.**

### Arrivals

Our Hotel guest rooms will become available to guests from 2pm on the day of their arrival. Our latest arrival time is 10pm. If you think you will be arriving after this time, please make prior arrangements with a member of the Reservations Team on 01947 896296 to avoid cancellation of your reservation.

### Departures

We politely ask guests to vacate their hotel room by 10:30am. If you foresee any difficulties with this, please see a member of the Reservations Team. Please note that fees may apply for extended departure times.

We welcome you to make full use of The Inn on the Moor Hotel car park on the day of your departure and if you require secure luggage storage, please see a member of the Reservations Team.

### Dog Friendly Rooms

The Inn on the Moor Hotel is a very dog friendly establishment. We accept dogs into our rooms for a small charge. The Inn on the Moor Hotel asks that all dogs staying at the Hotel are well behaved and comfortable around other dogs and customers. Under no circumstances are dogs to be left unattended. Dogs that are deemed to be a nuisance or danger to other hotel guests must be removed from the premises immediately. The Hotel reserves the right to make this decision at any time. Please be aware we do have our own four-legged friend onsite who is very friendly and welcomes all to The Inn on the Moor. Guests will be required to read and sign their acceptance of The Inn on the Moor Hotel's dog friendly Terms & Conditions upon check-in.

### Parking

The Inn on the Moor Hotel car park is a private car park, strictly for the use of Hotel patrons and staff. Any vehicles left in the car-park are done so at their owner's own risk. The Inn on the Moor Hotel Management will accept no responsibility for any loss or damage caused to vehicles or their contents. Hotel Management politely asks that patrons are considerate when parking their vehicles in the car-park and respect the needs of other drivers.

## Non-Smoking Policy

The Inn on the Moor Hotel is a strictly no-smoking and no-vaping establishment. Smoking and vaping is not permitted within the Hotel under any circumstances. An outdoor smoking and vaping area is provided. If it is evident that you are smoking in your Hotel guest room then Senior Management will be made aware, you may be charged for cleaning costs incurred and you may be asked to leave the Hotel premises with immediate effect. For more information please see our room information folder or speak to a member of the Reservations Team.

## The Inn on the Moor Hotel Bar

Our Hotel bar is located on the ground floor and is open from 11am, daily. For specific closing times and other licensing information, the management recommends you view our opening times and license summary which is displayed in the public bar. Customers and guests are advised to speak to a member of staff or the Designated Premises Supervisor should they need any further information.

## The Inn on the Moor Hotel Dining

The Inn on the Moor Hotel aims to provide a variety of traditional and homemade meals that are freshly prepared and cooked by our team of Chefs using the finest, locally sourced, ingredients. The Hotel offers many different dining areas such as the contemporary bar, the quiet and relaxing conservatories, the warm and cosy dining room as well as outside in the various different garden areas. It is highly recommended that our customers and guests' pre-book a table in advance to ensure availability. All allergen and intolerance information is available to view upon request, however we do advise notifying the Hotel, when pre-booking a table, if you have any specific dietary requirements to consider. To view our menu and service times, please look at the food & drink page on our website.

Please note dogs are permitted in our hotel bar, lounge and garden dining areas only.

## Breakfasts

A full 'Inn on the Moor' breakfast is available daily from 8:30am to 9:30am in The Mill Green Conservatory. If you have to leave us before this time, a continental breakfast can be arranged for you. Please see your room information folder or contact our Reservations Team for more information.

## Guest's Own Food

The guest accepts that any food or beverages which they or their party bring to the hotel and consume whilst on the premises are the guests' responsibility.

The hotel is indemnified against any claims, losses, liabilities, damages, costs, charges, fines, penalties and expenses that may result from illness or injury caused by consuming these products whilst the guest and their party is on-site. If you have any questions regarding the above information, please do not hesitate to speak to a member of the Reservations Team.

## Room Damages

The Inn on the Moor reserve the right to charge the guest(s) the cost of rectifying damage, caused by the deliberate, negligent or reckless act of the guest to the Hotel's property or structure. Should this damage come to light after the guest has departed, we reserve the right to make a charge to the Guest's credit / debit card. An invoice for the required amount will be sent to the registered cardholders address. We will however make every effort to rectify any damage internally prior to contracting specialists to make the repairs, and therefore will make every effort to keep any costs that the Guest would incur to a minimum.

## (GDPR) Storage of Personal Data

All Personal Details, Data and Information are stored securely in compliance with our GDPR Data Protection Policy. To view our full Data Protection Policy and Privacy Standard please visit our website, [www.theinnonthemoorhotel.co.uk](http://www.theinnonthemoorhotel.co.uk) or contact a member of the Reservations Team on 01947 896296.