



# The Inn on the Moor Hotel

## Terms & Conditions

### Tariff Information

All our base rates are priced per room, per night inclusive of one occupant. Further occupants can be included in a reservation at an additional charge. All rates are inclusive of VAT at the current rate. Prices may vary throughout the year for Christmas, New Year, Bank Holiday, and Special Event Packages. It is not the Inn on the Moor Hotel's policy to include a service charge and this is entirely at the discretion of the hotel guest.

### Deposits & Confirmation

A deposit payment of 50% of the total cost of the reservation is required at the time of booking.

A reservation will not be confirmed until a deposit payment is made. Guests will receive notification when their reservation is confirmed. The remaining balance of your stay will be payable upon your departure from The Inn on the Moor Hotel. Please be aware that guests will not be granted access to their room/s until their reservation has been confirmed. The Inn on the Moor Hotel reserves the right to refuse access to Hotel guest rooms, to any persons, upon arrival.

### Cancellations

Reservations can be cancelled free of charge until 4pm, no later than 24hours prior to the check-in date.

No reductions will be made for an early departure.

Alternative cancellation policies may apply to special event or package tariffs.

The Inn on the Moor Hotel advises that you seek insurance to cover all eventualities.

### Payment Policy

We accept cash and all major Debit/Credit Cards including American Express. Please be advised that payment by cheque will not be accepted.

A deposit payment will be taken at the time of booking. Upon check-in, a valid debit/credit card will be required for pre-authorisation.

### Arrivals

Our Hotel guest rooms will become available to guests from 4pm 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.

The full cost of a reservation will be charged if guests fail to check in on their specified arrival date.

Upon check-in, a valid debit/credit card will be required for pre-authorisation.

### 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.

### Covid-19

To learn more about what we are doing to help ensure you have a safe and enjoyable time at the Inn on the Moor Hotel, please visit the Covid-19 page on our website, [www.theinnonthemoorhotel.co.uk/covid-19](http://www.theinnonthemoorhotel.co.uk/covid-19).

## Pet Policy

The Inn on the Moor Hotel is a very dog friendly establishment. We accept dogs in rooms for a small charge. The Inn on the Moor Hotel asks that all dogs staying at the Inn on the Moor 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. For more detailed information, please view the 'Paws for Thought' Policy on our website, [www.theinnonthemoorhotel.co.uk](http://www.theinnonthemoorhotel.co.uk).

## 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 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

Breakfast is available daily from 8:30am to 9:30am in The Mill Green Conservatory. When travelling with your pet, 'dog-friendly' breakfasts will be served in the Hotel Bar area. 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.

## Child Policy

Guests under the age of 16years old are classed as a child and will incur a charge of £20.00 per night inclusive of VAT at the current rate. All children must be supervised by a responsible adult at all times.

## Accessibility and Additional Needs

We aim to confidently ensure that all our guests are comfortable, and everyone is made to feel welcome throughout the duration of their stay. We aim to accommodate the requirements of all our guests as far as possible. You will find an explanation of our facilities and how they may meet guests' particular requirements in our access statement on our website, [www.theinnonthemoorhotel.co.uk](http://www.theinnonthemoorhotel.co.uk).

Please be advised that the Inn on the Moor Hotel is a period building and does not have a lift. Guest rooms are located on the ground, first and second floor and are accessible via stairs. Staff assistance with luggage is available. If you have any specific queries about your stay, please contact the Reservations Team on **01947 896296**.

## Further Information

If you have any questions relating to our terms and conditions, please contact our Reservations Team on **01947 896296** or email [bookings@theinnonthemoorhotel.co.uk](mailto:bookings@theinnonthemoorhotel.co.uk).



# The Inn on the Moor Hotel

## Function Terms & Conditions

### Function Information

It is preferred that the Inn on the Moor Hotel deal with one named organiser of your function to avoid any discrepancy in communication or financial transaction.

To ensure the highest level of service for yourselves when booking Luncheons, Evening Meals, Afternoon Teas and Christmas Parties, The Inn on the Moor Hotel must receive final numbers and menu options a minimum of 7 days before your function date. Please ensure your guests are aware that alterations to their menu choices cannot be made if less than 7 days remains before the date of your function.

Please be advised that functions over 16 in number will be split over several tables. Tables of 6 are preferred where possible. To discuss specific seating arrangements, please speak to a member of the Reservations, Functions and Events Team.

### Allergens & Intolerances

If you or one of your guests are affected by any food allergies or intolerances, please advise our Reservations, Functions and Events Team at the time of booking. We cannot guarantee that any food items are completely free from allergens due to their production in a busy kitchen where many ingredients containing allergens are used. If you require further information regarding the ingredients in our dishes, we recommend that you give our Reservations, Functions and Events Team a call on 01947 896296.

### Deposits & Confirmation

A non-refundable and non-transferable deposit of 50% will secure your booking. You will receive a written confirmation of your booking upon receipt of your deposit payment. The remaining balance will be payable no later than 7 days before your function date.

### Cancellations & Refunds

Once full payment for your function booking has been received, we regret that refunds cannot be made, nor offset against other guests. The Hotel reserves the right to cancel or alter any function at its own discretion.

### Discounting

When booking a function and accommodation package, the following discounting structure would apply:

Number of Occupied Guest Rooms	% Discount Applied
Between 2 and 5 Guest Rooms.	2.5%
Between 6 and 9 Guest Rooms.	5%
Between 10 and 13 Guest Rooms.	7.5%
Full 15 Guest Rooms	10%

### Additional Information

Guests are not permitted to bring their own food or drink to consume on the premises whilst visiting as part of a Function or Event.

## Payment Policy & Information

The Inn on the Moor Hotel accepts all major credit/debit cards, including American Express. Cash and bank transfers are also accepted as methods of payment for your function booking. Please be aware that whilst cheques can be accepted when making your deposit payment, they cannot be accepted as a method of final payment.

### Payment Information

**Account Name:** T E & Daughters Ltd

**Sort Code:** 40-46-24

**Account Number:** 21509187

**Reference:** Party Organiser Name

For deposit payments, please make all cheques payable to **The Inn on the Moor**.

## Pet Policy

Whilst the Inn on the Moor Hotel is a dog-friendly establishment, dogs are not permitted at functions where the service of food is required. For further information, please speak to a member of the Reservations, Functions and Events Team. We welcome service dogs at the Inn on the Moor Hotel.

## 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.

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## The Inn on the Moor Hotel Bar

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## (GDPR) Storage of Personal Data

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## Further Information

If you have any questions relating to our terms and conditions, we recommend that you give us a call on **01947 896296**, where a member of the **Reservations Team** will be happy to assist.



# The Inn on the Moor Hotel

## Function Accommodation Cancellation Policy

### Cancellation Charges

**If you cancel your reservation(s) with us in part, by reducing the number of rooms, we will levy the following cancellation charges:**

Cancellation 12-7 weeks prior to the Function/Event: 25% of cost per room.

Cancellation 6-4 weeks prior to the Function/Event: 50% of cost per room.

Cancellation 3-1 weeks prior to the Function/Event: 75% of cost per room.

Cancellation less than 1 week prior to the Function/Event: 100% of the cost per room.

**If you cancel your reservation(s) with us in their entirety, we will levy the following cancellation charges:**

Cancellation 12-7 weeks prior to the Event: 25% of total reservation value.

Cancellation 6-4 weeks prior to the Event: 50% of total reservation value

Cancellation 3-1 weeks prior to the Event: 75% of total reservation value.

Cancellation less than 1 week prior to the Event: 100 % of total reservation value.

### Additional Information

At the Inn on the Moor Hotel we advise that you seek insurance to cover all eventualities.

As the named party organiser, you will be responsible for the full cost of a reservation if you or any of your guests fail to arrive for a reservation on the given check-in date. No reductions will be made for an early departure. It is the responsibility of the named party organiser to ensure that all guests are aware of The Inn on the Moor Hotel's terms and conditions.

The Inn on the Moor Hotel reserves the right to refuse access to any areas of the Hotel including its Hotel Rooms, to any persons, at any time.

### Accepted Payment Methods

The remaining balance of the reservation will then be payable upon departure from The Inn on the Moor Hotel. We accept all major Credit, Debit Cards and Cash. American Express is accepted at The Inn on the Moor Hotel.

**Please be advised that Cheques are not accepted as a form of payment of a remaining balance.**

### Further Information

If you have any questions relating to our cancellation policy, we recommend that you give us a call on **01947 896296**, where a member of the **Reservations Team** will be happy to assist.