



The Inn on the Moor Hotel

Terms & Conditions

Tariff Information

All rates quoted are inclusive of two guests sharing a double or twin room, per night and are inclusive of VAT at the current rate. Single occupants of a guest room will receive a reduction of their room rate at the time of booking. Additional occupants can also be included in a reservation at an additional charge and subject to room specifications. 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.

Deposits, Confirmation and Payments

The Inn on the Moor Hotel's standard deposit policy requires a payment of 50% of the total cost of the reservation, including nights, additional products and expenses, at the time of confirmation. Some additional products are outsourced by The Inn on the Moor. Any such products added to a reservation after the initial reservation has been made will need to be paid for in full at the point they are added to the reservation. In the event of the reservation or additional products being cancelled, any refund payable will be dependent on the terms and conditions of the provider. Please be aware that alternative deposit policies may apply to special offer/event or package tariffs. Please see the detailed deposit & cancellation information listed with each available rate. The Inn on the Moor Hotel advises that you seek travel insurance to cover all eventualities. The remaining balance of your reservation will be payable upon departure from the Inn on the Moor Hotel. The Inn on the Moor Hotel reserves the right to refuse access to guest rooms, to any persons, upon arrival. The Inn on the Moor Hotel accepts cash and all major Debit/Credit Cards including American Express. Please be advised that payment by cheque will not be accepted. Upon check-in, a valid debit/credit card must be linked to every reservation.

Cancellations

Our standard cancellation policy ensures a full refund of any deposit payment made provided the Inn on the Moor Hotel receives notification of cancellation no later than 3pm, the day before arrival (24hours). If a guest fails to arrive for their reservation or if notification of cancellation is not received 24 hours or more before check-in on the guests' arrival date, 100% of the first night of the accommodation plus additional products and expenses will be charged. No reductions will be made for an early departure. Alternative cancellation policies may apply to special offer/event or package tariffs. Please see the detailed deposit & cancellation information listed with each available rate.

In the event of a sudden and unexpected bereavement of a close relative that occurs less than 24 hours prior to arrival, an option to reschedule the stay will be given. Provided any rescheduled stay is within six months of the initial arrival date, any deposit paid will be carried forward to the new reservation. If for any reason, the rescheduled stay does not go ahead, the deposit will be forfeited.

If a stay must be cancelled because of agreed extreme weather conditions within 24 hours of arrival, then an option to reschedule the stay will be given. The rescheduled stay must be within six months

of the original arrival date and any deposit paid will be carried forward to the new reservation. If for any reason, the rescheduled stay does not go ahead, the deposit will be forfeited.

In the highly unlikely event that The Inn on the Moor is unable to honour a stay due to unforeseen circumstances, then the guest will be offered the option to reschedule their stay at any point within a year from the original arrival date. If this is not acceptable to the guest, then a full refund of any monies paid will be provided. The Inn on the Moor Hotel advises that you seek travel insurance to cover all eventualities.

Arrivals

Our Hotel Guest Rooms will become available to guests from 3pm on the day of 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. Our telephone lines are open 8:00am until 8:00pm. Subject to availability, an early check in may be available at an additional cost. Upon check-in, a valid debit/credit card must be linked to every reservation. If a guest fails to arrive for their reservation, 100% of the first night of the accommodation plus additional products and expenses will be charged.

Departures

We ask guests to vacate their Hotel Room by 10:30am. An extended check-out is available at an additional cost. Guests are welcome to make full use of The Inn on the Moor Hotel Car Park on the day of departure and if you require secure luggage storage, please see a member of the Reservations Team.

Pet Policy - 'Paws for Thought'

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 Inn on the Moor Hotel are well behaved and comfortable around other dogs and customers. Under no circumstances are dogs to be left unattended either in hotel guest rooms or in public areas and must always remain on a short lead when in the public areas. Dogs should not be left overnight in cars parked on site unless explicit agreement has been obtained from The Reservations Team. Dogs that are deemed to be a nuisance or danger to other hotel guests must be removed from the premises immediately. The Hotel management reserves the right to make this decision at any time. Guests are required to be aware of 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 our Pet Policy 'Paws for Thought' on our website, www.theinnonthemoorhotel.co.uk.

Parking

The Inn on the Moor Hotel car park is a private car park with limited spaces, strictly for the use of hotel patrons and staff, on a first come first served basis. Any vehicles left in the car park are done so at the owners' 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 and guests.

No-Smoking/No-Vaping Policy

The Inn on the Moor Hotel is a strictly no-smoking and no-vaping establishment. Smoking and vaping are not permitted within the Hotel under any circumstances. Smoking and vaping are permitted in our outdoor spaces. Cigarette bins and ash trays are provided for the responsible disposal of debris. If it is evident that a guest is smoking or vaping in their hotel guest room, senior management will be made aware, and you may be charged for any cleaning costs and/or damages incurred. You may be asked to leave the Inn on the Moor Hotel with immediate effect. For more information, please speak to a member of the Reservations Team.

The Inn on the Moor Hotel Bar

Our hotel bar, known as 'The Hydro Bar', is located on the ground floor and is open from 11am, daily and is open to non-residents. For specific closing times and other licensing information, hotel management recommends that you view our opening times and license summary which is displayed in the Hydro Bar. Customers and guests are advised to speak to a member of staff, or the Designated Premises Supervisor should further information be required.

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 different dining areas such as the contemporary 'Hydro Bar', the quiet and relaxing 'Hydro Conservatory' and the warm and cosy 'Little Dining Room'. It is strongly recommended that customers and guests' pre-book a table in advance to ensure availability as a table cannot be guaranteed without a reservation. All allergen and intolerance information are available to view upon request, however we do advise notifying the Hotel, when pre-booking a table, if you have any specific dietary requirements or requests that need to be considered. To view our menu and service times, please view our 'Dine with Us' page on our website. Please note that whilst we are dog friendly, we have dining areas where dogs are not allowed. Well behaved dogs are very welcome in our hotel bar, lounge and garden but are not permitted in our Hydro Conservatory or Little Dining Room.

Breakfast Service

The Inn on the Moor Hotel's Breakfast Service is available daily from 8:30am until 9:30am in the Mill Green Conservatory or Dining Room. When travelling with your pet, dog-friendly breakfasts are served in the 'Hydro Bar'. If you need to leave us before this time, a continental breakfast can usually be arranged for you. Please see your in-room guest information or contact our Reservations Team for more information.

Guests 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. Guests' own food and drink is not to be consumed in the public areas of the Hotel without express permission from the Inn on the Moor Hotel management.

Room Damages

The Inn on the Moor Hotel reserves the right to charge the guest(s) the cost of rectifying damage caused by 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, the hotel reserves the right to make a charge to the guests' credit/debit card. An invoice for the required amount will be sent to the guest. The Inn on the Moor Hotel 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 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 or contact a member of the Reservations Team.

Child Policy

Guests under the age of 16 years old are classed as a child at the Inn on the Moor Hotel and therefore, must always remain under the supervision of a responsible adult. The Inn on the Moor Hotel is family friendly and recognises the need for age-based pricing. For our current Under16's Tariff, please see our website or speak to a member of the Reservations Team.

Guest Behaviour

The Inn on the Moor Hotel management politely asks all guests to consider the needs of others when visiting the hotel and keep noise and disruption to a minimum. Any guest whose conduct towards any other resident(s), guest(s) or any member(s) of staff that is considered to be unwanted and/or inappropriate by hotel management will be warned that their behaviour is not acceptable and if the behaviour persists, they will be asked to leave the premises immediately. Should a guest be required to leave the premises due to unwanted and/or inappropriate behaviour, then there shall be no reduction for an early departure and the full balance of their reservation will be payable.

Accessibility and Additional Needs

The Inn on the Moor Hotel staff and management work tirelessly to ensure that all guests are comfortable, and everyone is made to feel welcome throughout the duration of their stay. We are constantly working to improve the accessibility of the hotel and grounds to ensure that we are accessible for all.

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-floor and first floor and are accessible via stairs. Staff assistance with luggage is available.

You will find an overview of our facilities and more information on how we can meet the needs of guests in our Accessibility Guide and on the 'Access for All' page on our website, www.theinnonthemoorhotel.co.uk.

For personalised support and information about the Inn on the Moor Hotel, please contact our Reservations Team.

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.