



Cancellation Policy

1. Cancellations

Cancellation policies vary depending on the package you have chosen. Failure to cancel in advance will result in 100% of the stay being charged to the credit or debit card provided and your entire booking released immediately. Please check the cancellation and amendment terms at time of booking. Where a refund is due, this will be refunded within 14 days from your cancellation to the same card you have made payment with.

2. Cancellations and changes made by Acorn Pubs

In the unlikely event that a hotel is unable to accommodate a confirmed reservation it may be necessary to offer an alternative of an equal or a superior standard. If at any time we need to make changes, we will tell you as soon as possible, offering a suitable alternative

We cannot be held responsible for cancelling your booking as a result of your failure to comply with any requirement of our Booking Terms & Conditions, and we cannot be held liable for any expenses, costs or losses incurred by you as a result of any change or cancellation.

If a guest or a member of your party behaves in a way that causes or is likely to cause danger, upset or distress to a third party or to hotel or guest property, we are entitled, without prior notice, to curtail the stay and request that the person(s) concerned leave the hotel. No refunds or return travel arrangements will be made and we will not pay any expenses or costs incurred as a result of such a curtailment.

1. Available Rates

We offer flexible, early booker and packaged rates. Each holds its own level of terms and conditions as state below:

Flexible Rates

Room Only & Bed & Breakfast

Prepayment Policy: A credit/debit card is required to guarantee the reservation. Full payment will be charged day prior to arrival. Should you cancel your room after the given cancellation period or no show the full amount of your stay will be charged from the card provided when booking and all future nights released.

Cancellation Policy: Cancellation is day prior to arrival by 12 Noon.

Dinner, Bed and Breakfast

Prepayment Policy: A credit/debit card is required to guarantee the reservation. Full payment will be charged day prior to arrival. Should you cancel your room after the given cancellation period or no show the full amount of your stay will be charged from the card provided when booking and all future nights released.

Cancellation Policy: Cancellation is day prior to arrival by 12 Noon.

Dinner Allowance: There is a set allocation of £30 per person to eat off the main menu. Any spend over the allocation is to be settled on departure. The allocation can not be used against drinks.

Early Booker/Pre Paid/Non-Cancellable/Package Rates

Prepayment Policy: A credit/debit card is required to guarantee the reservation. Full payment will be charged at time of booking. Bookings are non transferrable.

Cancellation Policy: Non refundable and non transferrable. In the event that the booking needs to be cancelled, no refund shall be given.