



## ACORN PUBS

### Booking Terms & Conditions

#### **1. Making A Booking**

By making a booking you are confirming that you are authorised to do so on behalf of all persons named in the booking and you are acknowledging that all members of your party agree to be bound by these Booking Terms & Conditions.

After booking, please check your confirmation email and contact us immediately if any of the details are incorrect or incomplete.

If you wish to make any amends you should notify us as soon as possible and subject to availability, we will always look to accommodate. Amendments made within the cancellation period (see below) may be subject to cancellation charges

When booking 6 rooms or more, group policies apply. These are different from normal terms and conditions. Please contact the property directly for full terms and conditions and payment requirements.

#### **2. Paying For Your Booking**

Credit or debit card details will be required when you make your booking. The full value of the booking will be charged the day prior to your arrival from the card provided at the time of your booking. Unless stated as part of your booking, additional items such as the cost of external telephone calls, meals, beverages and travel expenses, are not included in the price of your stay. If you incur any such additional costs you must settle the sum involved prior to your departure from the hotel.

#### **3. Price Changes**

We reserve the right to increase or decrease the price of unsold breaks at any time. The price of your chosen break will be confirmed when your booking is made and – with the exception of any errors – we will not increase the price of your reservation once it has been confirmed. We reserve the right to correct any errors in advertised and confirmed prices and will do so as soon as we become aware of an error. We will notify you of any price discrepancies relating to your booking should they arise, but we strongly advise you to check that the final price of your booking is correct before making your final confirmation.

#### **4. Price Guarantee**

On receipt of written confirmation, the prices quoted and confirmed in writing by the Hotel remain fixed except for any alterations in the Government rates of taxation and/or duty such as VAT, for which we reserve the right to alter pricing to take account of any variation.

## **5. 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 being 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.

## **6. 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.

## **7. Additional Requests**

All additional or special requests are subject to availability, and we cannot guarantee the provision for special requests. Any additional requests made should be made prior to your arrival at the hotel, giving reasonable advance notice.

If you or any member of your party has a medical problem or disability which may affect your stay, please call the property to advise us so that we can make provision for the particular needs of the person(s) concerned or advise you if we are unable to make such provision. If details are not provided to us at the time of booking, the property reserves the right to cancel the booking should it be unable to make appropriate provision for a specific need or needs.

## **8. Third Party Suppliers**

Elements of your break may include services supplied by third parties (for example golf, tickets to local attractions, etc). Third party suppliers will usually have their own set of Terms and Conditions relating to the services they provide. You should consult any third party Terms and Conditions soon after making a booking if your break includes such items.

## **9. Circumstances Beyond Our Control**

We cannot accept responsibility for unforeseen circumstances beyond our control. These include (but are not limited to) adverse weather conditions, fire, riot, war, terrorist activity (or threat of such activity), industrial dispute, natural disaster, pandemic, national health crisis, injuries and death of an individual(s) through accidental circumstances unconnected with the hotel.

By making a booking you are accepting responsibility for any damage or loss caused by yourself or a member of your party. Full payment for any such damage or loss must be paid to the hotel owner or manager on demand.

If you fail to do so, you will be responsible for meeting any claims subsequently made (together with our own and the other party's full legal costs) as a result of your actions.

## **10. Check In/Early Arrival Policy**

Check In is from 3pm. You may request an early check in, subject to availability, we will try to accommodate your request, however please note it is not guaranteed unless an additional fee is paid. Early Check In will incur an additional cost of £20 per room.

## **11. Check Out/ Late Departure Policy**

Check Out time is 11 am. If you wish to store your luggage at reception until you leave the hotel you may do so by informing the reception staff. If you require a late departure, please let reception know a day prior, however this is subject to availability. Late Check Out will incur an additional cost of £20.

## **12. Dog Policy**

You must notify the hotel prior to arrival should you wish to bring your furry friend. We offer designated dog friendly rooms at an additional cost of £20.00 per night per dog. Only two dogs are permitted per room.

You are welcome to leave your dog alone in your bedroom, but the owners must remain on the premises. If the dog becomes distressed and disturbs other guests you will be requested to return to the room where your dog is staying.

If you are part of a group please do not allow your dog to stay or visit another member of your party in a room that has not been designated dog friendly.

Dog owners accept full responsibility and liability for any damage to property or persons injured by their dog. A minimum charge of £150.00 will be made to your account should we find dog fouling in the bedroom or any other dog related damages.

We respectfully ask that you clear up after your dog and dispose in an appropriate bin outside. Bags are available from our team should you require them.

## **13. No Show Policy**

In the event of a no-show, 100% of the total booking value will be charged, and the reservation will be considered cancelled.

If the reservation is for multiple nights, all nights are considered cancelled and will be released back on general sale.

If you must make amendments to your reservations, you may do so in accordance with the Terms & Conditions of the rate you have booked.

## **14. Age Restrictions & Occupancy**

You must be at least 18 years old or over to make a booking with us and you must be aged 18 years or over to stay alone.

Guests under 18 are not allowed to stay in our hotels unless they are accompanied by a parent or guardian who is also staying at the hotel. Children under the age of 16 years old may only stay at our hotels if accompanied by an adult aged 18 or older, and they must stay in the same room as the adult.

We reserve the right to ask for valid photographic proof of identity and age, so please bring this with you and ensure all guests under your booking bring identification. Failure to provide requested identification may result in the cancellation of your stay without a refund.

Children aged 16 or 17 years old are allowed to stay in separate room(s) under the responsibility of a parent or guardian.

The parent or guardian must also stay in the hotel at all times the children are within the hotel. You must not exceed the maximum occupancy for the room booked and assigned to you.

We reserve the right to conduct occupancy checks at our discretion to confirm compliance with these terms and conditions.

A limited number of our rooms can accommodate extra beds, which are suitable for children up to 10 years of age. An additional charge will apply. For further information and to enquire about availability, please contact us directly.

## **15. No Smoking**

We are strictly a non-smoking hotel. This includes all public areas, the main entrance and guest bedrooms. A minimum charge of £150 may apply for smoking in the guest bedrooms. This fee may be increased to cover additional costs, such as fire alarm activation, which could lead to a fire department call-out – these additional cost are to be determined by the management of the property and relative to the disruption caused.

## **16. Electrical Appliances**

Due to health and safety, it is prohibited to use any form of electrical cooking appliances in our hotel rooms. This includes air fryers, rice cookers and slow cookers.

## **17. Damage To The Hotel & Additional Cleaning Fees**

We reserve the right to charge guests the cost of rectifying damage which has been caused by the deliberate, negligent, or reckless acts of guests to the hotel's property or structure. This may include charging the card on file after a guest has departed if damages are discovered after check-out.

## **18. Liability**

The liability for guests for their account is not waived and guests agree to be held personally liable for any charges incurred during their stay. In the event of a booking for more than one room (a group booking) the lead or registered guest (the lead guest) providing credit/debit card details is personally liable for any person, group, company, or association that fails to pay all or part of such charges.

## **19. Insurance**

We strongly advise that travel insurance is purchased to cover any unforeseen circumstances.

## 20. Book Direct Pledge

Bookings made directly with **Acorn Pubs** via our official website or reservations team provide you with our Book Direct Pledge. This confirms that you have secured the best available rate at the time of booking, together with additional benefits, all of which are subject to availability, applicable rate conditions, and operational requirements.

You can look forward to the following when booking directly with us at **Acorn Pubs**:

- **Best Price Guarantee** – The rate offered is the best available rate for the selected room type and dates at the time of booking.
- **24-Hour Cancellation (Flexible Rates Only)** – Flexible rate bookings may be cancelled up to 24 hours prior to arrival without charge. Advance purchase, promotional, package, or non-refundable rates remain subject to their specific terms and conditions.
- **Complimentary Room Upgrade** – Upgrades may be offered and are subject to availability at check-in.
- **Late Check-Out Until 12:00 Noon** – Late departure may be offered, subject to availability on the day of departure.

All Book Direct Pledge benefits are non-transferable, have no cash value, and may be amended, substituted, or withdrawn at any time without prior notice, unless expressly confirmed as part of your reservation with **Acorn Pubs**.

## 21. Available Rates

We offer flexible, saver and packaged rates. Each holds its own level of terms and conditions as stated below:

- **Flexible Room Only & Bed & Breakfast**

**Prepayment Policy:** A credit/debit card is required to guarantee the reservation. Full payment will be charged the 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 3pm the day prior to your arrival.

- **Flexible Dinner, Bed and Breakfast**

**Prepayment Policy:** A credit/debit card is required to guarantee the reservation. Full payment will be charged the 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 3pm the day prior to your arrival.

**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.

- **Saver/Pre Paid/Non-Refundable/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-refundable and non-transferrable.

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

**Dinner Allowance:** The dinner allowance may differ per package, please ensure you check the details on your reservation. The allocation for food can be used against the main menu. Any spend over the allocation is to be settled on departure. The allocation can not be used against drinks.