

# Terms and Conditions

Rooms will be available from 3:00pm on the afternoon of your arrival and we ask that rooms are vacated no later than 11:00am on the morning of your departure.

Should you not arrive until the evening, please note that check-in closes at 10:30pm. If you are delayed, please telephone so that special arrangements can be made.

All valuables that are brought to the property are at the guest's sole risk, the property and the management accept no liability and shall not be responsible for any loss or damage thereto and guests remain solely responsible for the safe keeping of any such items.

The property operates a strict no smoking, no vaping and no drugs policy in all areas including bedrooms, public areas, toilets, bathrooms, bar area, conference rooms, corridors, and restaurant.

Regular checks are carried out by staff members to check for damages caused by guest or pets staying in the bedrooms, a charge of up to £1,000.00 will be levied to any guest that has been found abusing the Inn policy or has caused significant damage to the Inn carpets and furnishings.

## **Flexible Reservation Policy**

Payment & Cancellation Policy – A credit or debit card is required when booking as payment is taken in full. There will be no cancellation charge if the booking is cancelled before 14:00 GMT the day before arrival. If the booking is cancelled later, or in the case of a no-show, the full booking value will be charged. Refunds for valid cancellations will be processed within 7 days of the cancellation date. Cancellation references should always be kept as proof of your cancelled reservation.

## **Rates subject to these terms.**

Bed & Continental Breakfast

## **Advance Reservation Policy**

Advance bookings require the full payment at time of booking for the total booking amount. Bookings are non-refundable and non-transferable. If a booking is cancelled, or in the case of a no-show, no refund is available.

## **Rates subject to these terms.**

Advance Bed & Continental Breakfast

## **COVID-19 UPDATE**

### **Staying with us Safely**

Thank you for choosing to stay at The crown Inn. The safety of our Guests and team members is incredibly important to us, and in the current climate we are carrying out even more rigorous cleaning regimes across our pubs and Inns to make sure that your stay with us is safe and enjoyable. We aim to make your stay as comfortable as possible but understand that some of these measures will make things slightly different from what you would usually expect. Here is some of what we are doing to keep you and our teams safe:

### **Check In**

We are minimising contact when you check in by having everything you need in one envelope ready for you to collect on arrival! As you enter our pub to check-in you will see sanitising stations at the entrance and around the pub.

### **Housekeeping**

Unlike some of the larger hotel chains, we directly employ all our housekeeping teams, helping us to ensure that they are delivering the necessary levels of hygiene and cleanliness. All cleaning and disinfecting in your room is done using industrially recognised chemicals from Zenith (both global leading cleaning & hygiene product suppliers for both hospitality and healthcare) and we are paying special attention to door handles, TV remote controls, desks and other key contact points throughout your bedroom.

### **Ben Linen & Soft Furnishings**

All our linen is laundered off site using an industrial laundry service who wash at over 60°C using disinfectant detergent so that you can enjoy both a comfortable and safe night's sleep. We have removed any extra pillows from your room, along with cushions and bed throws, but if you need anything extra please let us know.

## **Our Pub**

We have laid out our pub to enable social distancing, with sanitising stations at the entrance, exit and all service areas. All our team complete a health questionnaire before starting work, as well as recording of the temperature and will wash their hands every 20 minutes.

## **Protective Equipment for our Teams**

We have provided all our housekeepers with protective equipment including face masks, visors, disposable gloves, disposable aprons, and hand sanitiser. Whilst there is no government guidance on the need to wear these in a hotel setting, all our teams have been provided with these empowering them choice in what to use.

As an extra precaution, we will not be cleaning your room daily unless requested. If there is anything else you need during your stay with us such as additional tea, coffee, clean towels, fresh linen – or if you have any issues – just let us know.

When it is time to say goodbye, simply pop your key over to a member of the team and they will complete your credit card transaction and email you your receipt.