



THE CARDINALS HAT BOOKING TERMS AND CONDITIONS

The Cardinals Hat

Thank you for choosing to book with The Cardinal's Hat. We look forward to welcoming you to the City. By making this booking you are entering an agreement with us. Please read our terms and conditions of booking below.

Prices

The price includes accommodation and continental breakfast in your room. Full English breakfasts are available from Mac and Jac's Cafe across the road and are subject to prior arrangement and an additional cost. Please advise us in advance if you have any dietary requirements - gluten free and vegetarian alternatives can be arranged.

Confirming a booking

In order for us to confirm a reservation, credit/debit card details are required to secure your booking. No payment is taken from this card unless you ask us to, or the booking is cancelled within 24 hours of the scheduled date of arrival, or you do not show, or you use the card to pay on departure.

The exception to this policy is for bookings at peak times and / or special events where we reserve the right to take a deposit payment equivalent to the room(s) single night rate. You will be informed of this at the time of booking.

If you are unable to secure the booking with a credit/debit card then we require a cheque/postal order/bankers draft for the full amount of the stay. We will then send confirmation once the money has cleared. If a cheque used to cover payment is returned, we will cancel the booking and seek recovery of bank charges.

Bookings made online may be subject to differing terms and conditions in force at the time of booking. This is to protect your security in carrying out the booking and providing credit card details over the internet.

Cancellation by the Guest

We are a small business, so cancellations can have a big impact on us, especially if we have turned away potential guests in favour of someone who has already booked and who then cancels. We do, however, appreciate that unforeseen circumstances can intervene, and we try to be as sympathetic and helpful as possible in such cases.

In the event of a cancellation up to 24 hours prior to the scheduled date of arrival no charge will be made. If you cancel your reservation within 24 hours of the scheduled date of arrival a cancellation charge equivalent to the room(s) single night rate will be made. Guests failing to arrive, without notification, may be responsible to a charge equivalent to the total reservation price.

We take all Bookings in good faith, as we are unable to judge reasons for change, cancellation or non-arrival, guests are reminded that no exceptions to the above conditions will be made and that any booking made with The Cardinal's Hat for either accommodation or goods, services, meals or drinks that are pre booked (verbal or written) forms a legally binding contract. For this reason we advise that you take out a suitable insurance product to cover against unexpected costs such as cancellation fees. In addition, we may take legal action, through the Courts, to recover any outstanding debts.

Cancellation by Us

Should it become necessary for us to cancel a booking we will contact you immediately. Any payments made will be refunded in full. Should you wish to, we will attempt to book you into another local bed and breakfast of the same standard of room(s).

Arrival and Departure

Check in is available from 4.00pm to 8.00pm (16:00 to 20:00) on the day of arrival. Check-in times outside of those specified must be confirmed with us prior to arrival. Please note the Hat is closed until 4pm on Mondays. We ask that you please vacate your room by 11am on the morning of departure.



Late arrival procedure

Please ensure you contact us to let us know if you will be arriving later than **20.00pm**, and inform us of your new estimated time of arrival. We do not normally accept guests after **23.00pm**.

Car Parking

An NCP car park is available directly opposite The Cardinal's Hat, for which we can offer a discount voucher. We do not have any onsite parking.

Pets

Dogs may be allowed, if booked in advance at the managers discretion, and subject to a surcharge.

Acceptance of Children

We welcome children of ages 12 years and above. We can accommodate for young babies but we ask guests to bring their own travel cot and bedding.

Smoking

In accordance with English Law there is a no smoking policy in force at The Cardinals Hat.

Smoking in the garden is acceptable.

There is a fire alarm system in operation and if this is set off by guests smoking anywhere in the house you will be asked to vacate the premises and forfeit any monies paid, this is non-negotiable.

Damages and Breakages

Please take care when staying in our home. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. We ask is that you do report any incidents when they occur. We do not normally charge for minor breakages, but we may charge you for repair or making good if the damage or breakage is significant.

Eating take away meals in rooms is not allowed as they can leave lingering smells and can cause staining if the food comes into contact with bedding or carpets etc. We accept that sandwiches and drinks can be consumed in the rooms but care should be taken to avoid spillage etc.

Keys

You have access to the building and your room 24 hours a day throughout your stay using a set of keys given to you when you register on arrival. You have full responsibility of these keys for the duration of your stay. Lost keys will be charged at £10.00 per set.

Liability

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

Termination Policy

The Cardinals Hat reserves the right, at its discretion, to terminate, without notice, an individual's stay where deemed necessary through unacceptable behaviour or as a result of actions which are likely to endanger or offend others (Please note that non compliance of our non smoking policy may constitute termination). In such circumstances any outstanding account must be settled, no refunds will be made.

Privacy Policy

Any data collected during the course of this booking will be stored on our computer(s). With your permission we may from time to time contact you about promotions and offers. We will not share your details with any third party.