

The Willows

TERMS and CONDITIONS

Bookings and Payment

Bookings are made and a contract between you and us comes into effect immediately when we accept a reservation from you. We will accept a reservation when we have confirmed your reservation details. Where a deposit, refundable or non-refundable is paid, the balance will be paid by you on either check-in or check-out.

Bookings must be paid for with cash or a valid debit card. Cheques and American Express are not accepted. A £5 surcharge will be added to credit card payment.

Prices All published rates are correct but may be varied. Rates are per room per night including breakfast. Any selected supplements will be added to the total price of your Booking.

Arrival and Departure

Rooms are usually available from 3.00 pm on the day of arrival. Check out is by 10.30 am.

Cancellations

Any deposit paid is non-refundable. In the event of cancellation within 7 days of arrival a charge equivalent to the first nights stay will be made and in the event of cancellation within 72 hours of arrival the cost of the full stay at the rate which the reservation was made will be levied. Normal terms of payment apply to these charges. For this purpose we reserve the right to off-set the amount payable for such cancellation against the Client's debit card without prior notice or approval of the Client, where applicable. The exceptions to this cancellation policy are 28 days for special event dates. The Willows reserves the right to cancel your booking at any time up to the day of arrival. In this event any deposit paid will be returned. The Willows will not be held liable for any replacement booking, travel or other associated costs where your booking is cancelled.

Non Arrival

In the event of your non arrival your debit card will be charged the full amount of your stay. We may reduce this amount if we are able to re-let your room. A receipt will be forwarded to you.

Smoking

We operate a no smoking policy within the building. Any breach of this condition will result in a £50.00 surcharge for additional cleaning.

Data Protection

We may process the information you provide to us for the purposes notified. By making a Booking you consent to this processing of information.

General Damage

We ask that you treat all areas respectfully, failure to meet with this request will result in an additional charge being levied. Any charge levied will be made directly to the debit card details issued by you at the point of Booking. A receipt will be forwarded to you.