

Terms and Conditions

Cancellation

Your reservation is made with Ladybird Inns Ltd trading as The Royal Inn ('the inn') and represents a legally binding contract between you and the inn. Any cancellations or amendments of any reservation to be made 24 hours before the day of arrival to avoid a cancellation charge to the total value of the first nights stay. For group bookings of 3 or more rooms we will require at least 1 weeks notice for cancellations or amendments. No allowance can be made for early departures.

We require a valid credit card or debit card to secure bookings and reserve the right to charge the card for cancellations falling outside the permitted time scales, as detailed above. By entering into this contract you are authorising us to make the above charges to the card without any additional consent being required.

Smoking

All bedrooms are **non-smoking**, as is the restaurant and public areas. Any bedrooms tainted by residual tobacco odours will be specially cleaned and aired over a 24 hour period and all charges resulting from this, both actual and loss of business (at prevailing B&B rates) will be charged to the credit card given to secure the booking and the cost of the damage will be charged.

Damage

We reserve the right to charge for the replacement, cleaning or repair of any item(s) belonging to the inn, or the fabric of the inn itself, damaged either wilfully or because reasonable precautions have not been taken. In this event your credit card will be charged without prior consent being required against invoice(s) that will be provided for the costs incurred.

Removal of hotel property

We reserve the right to charge guests the cost of replacing any items that are removed from the premises by them without consent. The charge will be the full replacement amount of the missing item, including any carriage charges. Should the fact that the item is missing come to light after the guest has departed, we reserve the right to make a charge to the guests credit / debit card, or send an invoice for the amount to the registered address.

Other hotel information

Parking

We provide free parking on site on a first come first serve basis. Spaces cannot be reserved. All vehicles are parked at the owners' risk. Should a problem occur with a vehicle in the hotel car park, the hotel cannot accept any liability.

Please note

Our internet site is not deemed secure, and all card details should therefore only be provided by mail or telephone.

Arrivals

Check-in is from 3pm. If it would be important to you to check-in earlier, please let us know, and we will advise you if it will be possible for your room to be available earlier on that particular day.

Keys

Guests will be issued with front door and room keys on check-in. One set of keys will be issued per room. If keys are lost or not returned on departure, a replacement fee of £20 per set will be charged to the room account. In the case of credit or debit card bookings, the card of the person or agent responsible for the booking will be debited with the replacement fee unless other payment methods are offered and approved.

Non Registered Guest Visitors

No one other than registered guests to be in a room after midnight or overnight

Departures

Please vacate your room by 10.30 am on day of departure. Bags and belongings can be stored at the inn to be collected at a later time by prior arrangement.

Payment of account

In full on departure, by cash, debit card and major credit cards -personal cheques accepted if guaranteed by cheque card.

Pets

In order to maintain the level of cleanliness and hygiene expected by our guests, we regret we are unable to permit any pets apart from guide dogs into the bedrooms.

These terms and conditions are effective from February 2008 and supersede all others. We reserve the right to alter them without notice should that become necessary.