



Non-Group B&B Bookings - Terms & Conditions - 2021/2022

Non-Group Bookings (4 guests or less)

Policy

1. Check in Between 16:00 and 22:00 - Check out by 10:00. 2. Children of all ages are welcome. 3. Pets are allowed at a charge of GBP 20.00 per stay. 4. Smoking is allowed in some of the open-air areas 5. Groups are accepted up to a maximum of 14 people. No stag and hen groups. 6. Parking for all guests is available on site and is free of charge.

Payment Conditions

A valid credit card is required to guarantee the booking. Payments by cash, bacs, and the following cards: Visa Debit / Delta, Visa Credit, Maestro / Switch, Mastercard - no charge

Additional Check In Notes

Come to the bar with your booking reference number to check in. Dinner is available to our guests in our bar/dining area. Meals are served from 12pm till 9pm. We automatically reserve a dining table for residents. Please advise us of your preferred dining time prior to arrival. If you are going to be arriving after 6pm please let us know so we can best manage your dining table.

Deposit

A 25% deposit is required for all bookings for parties of less than 4 people. This is payable at the time the booking is made via our online payment terminal. If you are unable to pay via the online facility you must contact us directly to arrange an alternative method either by BACS or by credit card over the phone. This is payable at the time the booking is made. If paying by BACS, please email us to confirm you have made the deposit. For refund information please refer to the Cancellation conditions below

Cancellation Conditions

If a booking is cancelled more than 30 days before arrival, then the full deposit will be refunded.

If a booking is cancelled less than 30 days before arrival, then the 25% deposit will be retained.

If a booking is cancelled less than 2 days before arrival then a charge equal to the first night of the stay will be made.

In the event of a no show or booking reduction (after arrival date) the full cost of the booking will be charged.

Additional Terms and Conditions

Group Bookings for parties larger than 4

If your booking is for a group, of more than 4 people, you must contact us directly to discuss your requirements. These are special bookings and have different Terms and Conditions. Please email bookings@applecrossinn.co.uk with your booking request.

Pets

Pets must be well behaved and bring their own bedding for use in our bedrooms.

Room Allocation

Please note, we manage our rooms on a 'whole of Inn' occupancy basis. This gives us the flexibility to meet our guests needs, based on their requirements for their stay, and to manage occupancy. Please ensure you select the type of room and the required configuration you need at the time of booking. Please note you are not booking a specific room, rather one which has the occupancy and configuration requirements, at the tariff suitable, for you.

If you have visited before, you are welcome to request a specific room, we will do our best to meet your requirements. Please request these through the comments section on your booking.

Please ensure you advise us of any extra needs or requests e.g. our downstairs room due to access, dietary restrictions, special additions e.g. wine in the room. Please request these through the comments section on your booking.

Request a cancellation

If you wish to cancel your booking you must email us at bookings@applecrossinn.co.uk. These cannot be authorised over the phone. Your booking is not cancelled until you receive an email reply from us.