

Please read this brief guide. Confirmation of a booking by the Client is deemed acceptance of these terms.

1. Prices

All published rates include VAT at the current rate. The Hotel reserves the right to alter prices for any reason up to the date of booking or up to 12 weeks prior to arrival, whichever is the later. After such dates, prices may only be altered to reflect a change in the rate of VAT and taxes or for any other reason outside of the control of the Hotel, in which case the changes will be notified to the Client. In the latter event, the Client may cancel the booking without cost.

2. Availability

All rooms and rates are subject to availability and the discretion of the Hotel manager.

3. Bookings and Balance Payments.

Bookings must be guaranteed for the first night's accommodation via a major credit or debit card, by payment of a non refundable deposit per room or by agreement in writing with a company, travel agent or hotel booking agency. At the discretion of the Hotel, or for some packages, full pre-payment may be required. At least 3 working days are required to process credit and debit card payments and cheques are only accepted by prior arrangement.

Settlement of the bill in full, less any advance payments must be made prior to departure from the Hotel. Upon arrival the Hotel reserves the right to request pre-authorisation of the Client's credit or debit card or where payment is to be by cash, request the Client to place cash up to an amount of 1.5 times the room rate multiplied by the number of nights booked.

All sums are due for payment on presentation of the invoice.

4. Arrival and departure

Bedrooms are usually available from 3pm on the day of arrival. Check out is by 11 am. There may be occasions, at times of high demand, when guests can check in and use all the hotel facilities, but the bedroom is still being prepared.

5. Cancellations, amendments and non-arrivals

When the booking is confirmed, a reservation number will be supplied. This must be retained for access to the booking in the event of the need for cancellation and/or amendment. If a confirmed reservation is cancelled at any time up to 48 hours prior to arrival the deposit will be retained, though may sometimes be carried forward to a new booking within 3 months if re-booked immediately. In the event of non-arrival or

cancellation after this time and where the booking has been guaranteed, a charge equivalent to one night's accommodation at the package rate at which the reservation was made will be levied. Normal terms of payment apply to these charges. For this purpose the Hotel reserves the right to set-off the amount payable for such cancellation against the Client's credit card without prior notice or approval of the Client, where applicable.

If the guest decides to leave before the pre-booked stay has been fulfilled, they are responsible for paying the accommodation charges for the following 24 hours.

6. Payment

Settlement of the bill in full, less any advance payments must be made prior to departure from the Hotel. Upon arrival the Hotel reserves the right to request preauthorisation of the Client's credit or debit card or where payment is to be by cash, request the Client to place cash up to an amount of 1.5 times the room rate multiplied by the number of nights booked.

All major credit and debit cards are accepted except Amex or diners club. Personal cheques are only accepted by prior arrangement. Company cheques are not accepted without prior clearance. Please contact the Hotel prior to arrival. Accounts may only be forwarded for payment on completion by the Client and formal acceptance by the Hotel of an application for credit facilities, which may be withdrawn at any time. Credit facilities are not offered to private individuals.

All sums are due for payment on presentation of the invoice.

7. Smoking

In line with the change in UK legislation, Titchwell Manor Hotel operates a NO SMOKING policy within all interior areas of the hotel including guest bedrooms, public areas and corridors. For resident guests who do not comply with our NO SMOKING policy, a charge will be added to their bill to include the cost of cleaning all soft furnishing to remove the odour of tobacco. The Hotel reserves the right to charge the guests credit or debit card this amount, without notice or agreement if this event becomes apparent following the guests departure.

We appreciate your co-operation with this No Smoking Policy.

8. Hotel Bedrooms

We reserve the right to change the clients room booking to an alternative room of the same or better standard (a room which is advertised at the same rate or a higher rate) with equivalent or better facilities. The client may at the time of booking, request that the booking remains in the same room.

9. Single Bedrooms

Single bedrooms are only suitable for 1 person.

10. Accessible guest rooms

The Hotel offers modified facilities for use by guests needing easier. As needs do vary, guests are requested to check with the reservations office on 01485 210221 before booking.

11. Car parking

The Hotel has its own car park, which is free for residents' use.

The Hotel does not accept any liability for damage to a guests car or property within.

12. Children

Children aged 15 years and under must be accompanied by a responsible adult to ensure that the children's behaviour is appropriate for other guests within the Hotel.

13. Restaurant Bookings

Due to the popularity of our Restaurant, booking a table prior to your arrival is essential. Please call 01485 210221.

14. Dress Code

“The dress code for dining at the hotels is smart casual”

15. Dogs and Other Pets

Dogs (max. 2 per room) are allowed in certain designated dog-friendly rooms; please see the tariff. Pets are allowed in the bar area and main lounge and should be supervised by owners at all times. Should damage be caused by a guests dog or excessive cleaning be required, the hotel reserves the right to charge the guests card for the full amount. Guests are fully responsible for any damage their dog causes.

16 . Behaviour

The Hotel reserves the right to judge acceptable levels of noise or behaviour of Clients, guests or representatives, who must take all steps for corrective action as requested by the Hotel. In the event of failure to comply with management requests, the Hotel at its absolute discretion may terminate the booking or stop any event immediately without being liable for any refund or compensation.

17. Discrimination

It is the policy of the hotel not to discriminate on the grounds of race, colour, nationality, creed, sex, marital status, age, ethnic origin or disability. Clients, their employees, guests and all sub-contractors engaged by or on behalf of the Client are expected to adhere to this policy and the Hotel may, without incurring any liability to the Client, remove from the Hotel any person or persons offending against this policy.

18. Comments and complaints

Any comment or complaint regarding the stay should be made to the Hotel Duty Manager at the time of visit so that the matter can be resolved immediately.

19. Statutory requirements

The Hotel is subject to statutory controls, including those relating to fire, licensing, entertainment, health, hygiene and safety. These must be strictly observed by Clients, their guests and representatives.

20. Liability

Other than for death or personal injury caused by the negligence of the Hotel, the Hotel's liability to the Client is limited to the price of the booking.

Unless the Hotel is liable under the above clause, the Client indemnifies the Hotel from and against any and all liability and any claims, proceedings or damages resulting or arising from the booking, event or function, the Client, guests or any outside contractors of the Client.

The Hotel will not be liable for failure to perform to the extent that the failure is caused by any factor beyond its reasonable control.

The Hotel does not accept responsibility whatsoever for damage to, or theft from, or theft of, vehicles parked on the hotel premises.

We reserve the right to charge guests the cost of rectifying damage, caused by the deliberate, negligent or reckless act, omission, default or neglect of the Clients, their guests or sub-contractors to the hotel's property or structure. Should this damage come to light after the guest has departed, we reserve the right to make a charge to guest's credit / debit card, or send an invoice for the amount required to make good or remedy any such damage, to the registered address. We will however make every effort to keep any costs that the guest would incur to a minimum.

Third Party Liability

The Hotel does not accept any liability for services rendered by third parties to Clients notwithstanding that such services may be arranged by The Hotel. Any claim, demand, charge, suit or damages which may be incurred by the Clients or their guest (or any person

claiming thereunder) shall be made directly with such third parties and The Hotel shall render all reasonable assistance in this regard.

21. Insurance

The client is recommended to have and is responsible for insurance to cover cancellation, curtailment, and loss of baggage, personal effects and money. The Hotel will not waive cancellation charges in any circumstances and strongly advises guests to cover themselves with the appropriate travel insurance.

22. Data protection

The information provided by the Client may be processed by The Hotel for the purposes it has notified to the Information Commissioner. By confirming a booking or enquiry, the Client consents to this processing of the information. The Hotel respects the privacy of every individual who visits our website. The data collected about you will be used to firstly fulfil any service you might request e.g. to request a brochure, make a booking etc and secondly to improve how, as a company, we serve you.

We will under no circumstances give your personal data to third parties. However, unless you specifically ask us not to (and this option is always given) we will use your data to send you further information from The Hotel. Any e-mail sent to you will always provide you with the option to unsubscribe. This is in accordance with UK Data Protection Legislation.

When making a booking, your credit card or billing account details are only retained for the purpose of handling that individual transaction or booking, unless you ask us to keep these details for future purchases which you may make through us.

In order to process a booking or enquiry, your Personal Information and payment details may be passed to third party service providers and, where we are lawfully requested to do so, regulatory authorities. Such third party service providers will have access to the Personal Information needed to perform the relevant service. They may not, however, use your Personal Information for any other purposes and are required to process your Personal Information in accordance with the Data Protection Act 1998.

For your protection we are registered under the Data Protection Act 1998 and have given all appropriate notifications to the Information Commissioner.

23. Dispute

These terms will be construed in accordance with English law and the Hotel and Client submit to the non-exclusive jurisdiction of the English courts.

24. Website information

The Hotel cannot accept responsibility for any errors or omissions and reserves the right to cancel, amend or vary the details featured in this website without notice. The information contained in this website is provided in good faith. The use of any information from this website is entirely at the risk of the user. The Hotel will not be liable for any costs, losses, expenses or damages (whether direct or indirect, special, economic or financial) that may be incurred through the use of any information contained in this website or in any other website linked to this website.

25. Copyright

The content of each page of this website is the property of Titchwell Manor Hotel. No part of our website may be reproduced, displayed or republished in any form without prior consent, except that permission is granted to a user to print or photocopy individual pages from our website, provided that this is for personal use only.

26. Web Site Security

Booking online through our website is safe. Security of our website is paramount and we have invested a great deal of time and money to ensure you can have the peace of mind that your details are secure. Our online reservation system uses up to date security software.