

The Horn of Plenty Hotel & Restaurant Terms and Conditions

HOP Terms and Conditions MASTER V03.00 02042024

1.0 ACCOMMODATION RESERVATIONS

We remind guests that a reservation constitutes a formal and legal contract between the guest and the Horn of Plenty Hotel and Restaurant.

The offer of hotel accommodation is subject to availability at the time when the booking deposit is made/taken.

1.1 ARRIVAL & DEPARTURE

Check in is from 3pm. Please let us know if you would like an early check in and we will do our best to help.

Guests are requested to vacate their rooms by 11am.

1.2 DEPOSITS

Deposits are not currently taken for stays at Horn of Plenty. They are taken for special events and group bookings.

1.3 ROOM PAYMENTS

Account balances must be paid by a credit or debit card or by cash. We accept Visa, Mastercard and American Express Cards. Card details are held strictly in compliance with GDPR requirements.

Please note on arrival a *pre-authorization* of your payment card will be taken. All outstanding balances not paid on departure will be automatically charged to your credit or debit card.

No personal or company cheques are accepted. In certain circumstances payment may be required in full either at the time when the booking is made or at an agreed time before your stay. You will be made aware of this before you book. For example, large parties, events etc.

1.4 CANCELLATION

Cancellation may be made at any time without penalty up to 14 days prior to your stay. Any deposit made will be returned to you, less £25 to cover administrative expenses.

Cancellation for any reason between 14 days prior to and the date of your stay will incur a cancellation fee 100% of the booking value. An administrative charge of £25 will be made.

There are separate cancellation policies for group bookings, special events and weddings. These will be communicated to you at the time of booking.

We recommend that you purchase holiday cancellation insurance from a reputable provider to cover any loss of deposit or incurred cancellation fees.

1.5 TRANSFERABILITY

Reservations are not transferable.

2.0 RESTAURANT RESERVATIONS

Although we can and do accept reservations from *walk-ins*, we recommend that all restaurant reservations should be made in advance, otherwise we regret we cannot guarantee having a table available.

When a reservation is made, we usually secure the reservation with a debit or credit card. No charge is made at the time of reservation and card details are held strictly in compliance with GDPR requirements. Payments for all meals in the restaurant are collected upon departure, unless included in any resident stay packages.

2.1 DEPOSITS

We do not charge a deposit except for groups of eight or more dining guests. (See below).

2.2 TABLE ALLOCATION

We cannot guarantee a specific table or an area of the restaurant when taking reservations, but we will do our best to accommodate any requests.

2.3 CANCELLATION OR *NO-SHOWS* (applicable to non-resident guests)

A £15 per person charge will be made for lunch and afternoon tea, and £25 per person for dinner, in the event of you cancelling within 7 days prior to the booking.

If the reservation is cancelled on the day of your booking or if you do not turn up (a *no-show*), you will be charged the minimum cost of the meal that you would have had for each person.

2.4 GROUP RESERVATIONS (EIGHT OR MORE GUESTS).

2.4.1 DEPOSITS

Groups of eight or more dining guests will be required to pay a deposit at the time of booking of £25 per person for dinner or £15 for lunch/afternoon tea. This deposit will be deducted from the final bill. Any *no shows* for group bookings will forfeit the deposit on a per person basis.

2.4.2 PRE-ORDERING

Groups of eight or more dining guests will be expected to send a pre-order at least 24 hours before the booking to avoid delays at the time of dining. Copies of our

menus will be emailed to the organising guest of the booking, in order to collect guests' menu choices and any dietary requirements. Our restaurant and chef team will try their very best to accommodate all dietary requirements, however, the restaurant shall not be responsible for any disappointment if dietary requirements are not communicated in advance of the booking.

2.4.3 CANCELLATION (group reservations)

Deposits paid are non-refundable should you cancel at any time within 1 month of the reservation.

Should you cancel a confirmed group booking within 48 hours prior to your restaurant reservation, we will charge fully for the chosen menu based on the number of guests anticipated, less the deposit paid.

For example, you have made a reservation for 8 people for lunch. The deposit payable at the time the booking is made will be 8 x £25. If then the reservation is cancelled within 48 hours prior to its date you will be charged 8 x the base cost of lunch – currently the two-course lunch – minus the deposit already made.

3.0 GENERAL TERMS & CONDITIONS

3.1 ALLOWANCES

No allowances can be made for rooms not being occupied for the full period of the booking nor for meals or any other supplements not taken.

3.2 BEHAVIOUR

Behaviour of guests and their visitors should not be excessive or rowdy and must not cause embarrassment to fellow guests or to staff. We reserve the right to recover any compensation required due to your or members of your party's or your visitors' actions. This includes damage to hotel buildings and *fixtures and fittings*.

3.2.1 Abusive behaviour

The Horn of Plenty has *Zero-Tolerance* regarding verbal or physical aggressive, rude or intimidating behaviour towards guests and team members. We reserve the right to refuse accommodation or services or remove you and members of your party from the Hotel if, in our reasonable opinion, we consider this provision to have been breached. You will still be charged for your stay/meal. We reserve the right to contact the police should guests' conduct warrant this action.

3.3 CAR PARKING

Complimentary car parking is available. Although every reasonable care is taken the hotel cannot take any responsibility regarding guests' cars or their contents.

3.3.1 EV CHARGING

Two EV charging points are available. A surcharge will be added to your bill. Charging cables are available. Please ask at Reception.

3.4 CCTV

In the public areas and some staff areas CCTV is in operation and video recordings may be made. This activity is carried out for security for all our guests and our staff.

3.5 CHILDREN

Children are most welcome at the hotel. Cots and Z-beds are available upon request. A surcharge will apply. Children must be supervised by their parents or guardians. Indoor and Outdoor games are available upon request if not available in the lounges or foyer.

3.5.1 SAFEGUARDING CHILDREN AT THE HOTEL PREMISES

It is the responsibility of parents and guardians to always supervise their children. A responsible adult needs to accompany children staying in our rooms. Children under the age of 12 should not be left unsupervised in any area of the hotel.

3.6 DAMAGE TO HOTEL PROPERTY

Any damage caused by you to hotel property during your stay is chargeable to your account.

3.7 DOGS

Well-behaved dogs are welcome in all ground-floor guest rooms and in the public rooms of the Main House. However, they are not allowed on the furniture, on the beds or in the bath. There will be a surcharge. This is currently charged at £20 per dog per night.

Any damage caused by dogs must be paid for in full by their owners.

Dogs should be kept on a leash. Dog biscuits and treats are supplied by the hotel upon request as well as dog poop bags.

Dogs are permitted to dine with their owners in the Restaurant in the designated area. Service & Assistance Dogs are permitted in the hotel and restaurant anywhere.

3.8 EQUALITY

Please advise us of any accessibility needs that you have in order that we can provide the appropriate service.

3.9 EVENTS, SPECIAL OCCASIONS & WEDDINGS

A set of specific terms and conditions will apply (if any such terms here are required to be augmented, changed, overridden or supersede) for events of various types and these will be discussed with you at the time of organising and booking your event.

3.10 FIRE SAFETY

Guests are required to familiarise themselves with the fire-exits and information can be found in each guest room in the Guest Room Information Folder. The Hotel is up to date with its fire precautions, alarms and equipment and is suitably certificated.

In the event of a fire, guests are required to follow the instructions of the hotel Fire Marshalls.

3.11 FLOWERS

We will happily order and maintain flowers for guests to a value specified by the guest. The florist will add a delivery charge, and we will add a service and storage charge. This will be added to the guest bill and subject to VAT.

3.12 MEALS AND REFRESHMENTS

Menus can be obtained upon request. All our produce is fresh and from high quality suppliers. Information about our produce and suppliers can be obtained upon request. We do reserve the right to change our menus at short notice. We have menu choices for all but the most fastidious of tastes. Special requests may be accommodated if sufficient notice is given (for example, halal, vegan etc.), however we reserve the right to decline such requests.

3.13 NEWSPAPERS

Guests requiring a newspaper should enquire at Reception. We will do our very best to obtain your chosen newspaper for you.

3.14 POST

We will accept deliveries of parcels on behalf of our guests if given prior notice however we will not be held liable for the safety of the parcels received, though we will store them.

We will happily post guests' stamped letters free of charge but parcels which require weighing etc. for postage will be charged as an additional service item on the guests' bill and will be subject to VAT.

3.15 REFURBISHMENT

The hotel continually strives to improve levels of comfort and the quality of services in all areas. Should any refurbishment works be underway, we always try to minimise the impact of this during your stay.

We endeavour to keep all hotel facilities operating during our opening hours, but such facilities may be closed for private events, cleaning, decoration, repairs, or any other reason beyond our control. Whilst we endeavour to minimise disruption to guests, we have no liability to guests in respect of the same.

3.16 RESPONSIBLE DRINKING

We operate a responsible drinking policy at the Horn of Plenty Hotel and Restaurant. A copy will be made available to you should you like to see it. In short, guests are expected to drink responsibly. ***Our Policy HOP-007 Responsible Drinking is available on request.***

3.17 SERVICE CHARGES AND TIPS

A discretionary 10% service charge is applied to bills in the restaurant.

No other service charges are applied as we believe this should always be at the guest's discretion. Please note that the Hotel does not retain any service charges: all service charges, gratuities and tips are paid directly to the staff.

3.18 SMOKING AND NARCOTICS

The Horn of Plenty Hotel & Restaurant maintains a no-smoking policy throughout its premises. Should you wish to smoke, smoking is permitted only in the designated smoking area. Please ask at Reception where it is located.

Drugs, unless prescribed by a GP, are strictly forbidden. Should drugs be brought onto the premises then the police will be contacted, and the guest will be asked to leave immediately.

3.19 SPECIAL OFFERS AND PROMOTIONS

Special offers cannot be used in conjunction with any other offer, and if conditions are not met the standard tariff will apply. Selected dates may not be available for special offers.

3.20 SUSTAINABILITY

We try our utmost to manage our hotel operations with a keen eye on our impact on the environment. Bathrobes and face cloths are available upon request but are not automatically placed into guest rooms as they are frequently not actually used, but

will still require washing between guest stays. Please ask at Reception or consult the Guest Room Information Folder.

3.21 UMBRELLAS

For the convenience of our residents, umbrellas are available at various locations throughout the hotel.

3.22 VALUABLES

The hotel, nor its management, cannot accept responsibility for your valuables anywhere in the hotel.

3.23 VARIATIONS

We reserve the right to vary any aspect of these terms and any aspect of our hotel operations as required. These terms are dated and (see above) and the date will be used to assure applicability relative to your reservation/booking date.

3.24 VAT

VAT is included in all prices and quotations.

3.25 COMMENTS, COMPLAINTS & FEEDBACK

As a valued guest we wish to ensure you enjoy your stay with us. To that end, please help us by completing a feedback form at the end of your stay. We monitor these forms daily and take appropriate action to any constructive comments made.

However, if there is anything that you are unhappy about, please inform as soon as possible us so that we can put it right. This should, in the first instance, be made at Reception during your stay with us.

These terms and conditions shall be subject to the laws of the jurisdiction in which the hotel for which you make your booking is situated.

4.0 PRIVACY POLICY

Available on Request

5.0 FORCE MAJEURE

The Hotel cannot accept responsibility or pay any compensation where the performance or prompt performance of the contract is prevented or affected by reason of circumstances

which amount to *force majeure*. Circumstances amounting to “force majeure” include any event which we could not, even with all due care, foresee or avoid. Such circumstances include the destruction or damage of your accommodation (which cannot reasonably be remedied to a satisfactory standard before the start of your stay) through fire, flood, explosion, storm or other weather damage, break-in, criminal damage, riots or civil strife, industrial action, natural or nuclear disaster, fire, adverse weather conditions, war or threat of war, actual or threatened terrorist activity, epidemic and all similar situations beyond our control.

For the avoidance of doubt, nothing in these terms and conditions shall operate to attempt to exclude or limit the Horn of Plenty Hotel’s public liabilities for the death or personal injury of any person caused by the negligence of the hotel or its employees, or to attempt to exclude or limit the hotel’s liability in any manner which would be unlawful.

6.0 GENERAL DISCLAIMER

Although every effort has been made to ensure the accuracy of the information set out here, on our websites and in our marketing /email campaigns, we cannot accept responsibility for any errors or omissions, and reserve the right to vary, amend, supplement, or cancel any of the information or offers featured on our websites or email campaigns or otherwise at any time. By signing up to our newsletter you are agreeing to the Horn of Plenty Hotel and Restaurant contacting you. You can unsubscribe at any time.

All details are correct at time of going to print, however details may be subject to change from time to time.

These terms and conditions are subject to the laws of the United Kingdom.