KH Hospitalities Ltd t/a The Kings Head Inn

**Terms & Conditions**

**Accommodation**

1. Reservations:
2. Please make reservations via telephone (01508 830830) or book online [www.kingsheadbrooke.co.uk](http://www.kingsheadbrooke.co.uk) to check room availability.
3. A deposit is required to obtain a confirmed reservation. Confirmation will be sent by email.
4. Please note the cancellation policy before committing to a reservation.
5. Rates may change without notice and may vary for special events except for confirmed reservation with deposits taken.
6. Rates are inclusive of statutory tax and charges.
7. Occupancy:
8. Normal occupancy is a maximum of two people per room.
9. Deposit:
10. To confirm your reservations, a deposit equal to a minimum of one night's room rate is required. We accept American Express, Visa and MasterCard. For alternate payment arrangements, please contact The Kings Head Inn directly.
11. Group bookings of two or more rooms requires a 30-day cancellation notice for return of the deposit.
12. Early Checkout Policy:
13. For early checkout, you are responsible for the entire reservation and the full stay will be charged. If unsure of the policy, contact The Kings Head Inn directly for clarification.
14. Cancellation & Refund Policy
15. Should your plans change, be sure to inform The Kings Head Inn within the following guidelines for a refund of your deposit. A cancellation number will be given to insure proper return of the deposit.
16. When you cancel a booking and are entitled to a refund, we will instruct the refund within 3 working days.
17. If the cancellation does not meet guidelines, the deposit will be retained.
18. We require 7 days before original arrival date for an amendment request. Any of these modifications are subject to availability at the time you make the request.
19. **Cancellation charges are as following:**

* Any cancellation or change in stay of more than 14 days in advance of the start of the stay – the deposit paid will be refunded in full.
* Within 72 hours prior to arrival - 50% will be charged for cancellation.
* Within 48 hours prior to arrival – 75% will be charged for cancellation.
* Within 24 hours prior to arrival - 100% will be charged for cancellation.
* A no-show will be charged the full rate of the booked stay.

1. No refunds will be given in any other circumstance.
2. Check In
3. Check in is between 15:00 – 18:00
4. Early check in is not available.
5. Check Out
6. Check out is 10:00
7. Late check out is not available.
8. Children & Infants
9. Child/ren (2-5 years) stay free of charge with parents using the existing beds to the allocated room. No extra bed (or rollaway) is provided. Breakfast for children (2-5 years) is at a standard rate of £6 per child.
10. Room Allocation
11. We will do our best to make that room you request available for you, but we **cannot guarantee** that that specific room will be available.
12. Disability assistance and wheelchair access is available in room 5 only.
13. **Smoking & Vaping Policy**
14. This is a NO smoking or vaping building. Anyone found to be smoking or vaping in the building will be asked to leave immediately and a full charge of stay will be made.
15. A fee may be charged for room cleaning if smoking or vaping takes place in the room.
16. **Quiet Enjoyment of the Property**
17. We ask that you keep noise to a minimum, in and around the building from 10pm until 7am for the comfort of all paying guests.
18. All telephone calls must be taken in the rooms, not outside the building.
19. Dogs
20. Pets are not allowed.
21. Only service animals & guide dogs will be allowed to stay in the rooms.
22. Statutory Requirements
23. The Kings Head Inn is subject to statutory controls, including those relating to fire, licensing, entertainment, health, hygiene and safety. These must be strictly observed by guests and their representatives.
24. Liability
25. Other than for the death or personal injury caused by the negligence of The Kings Head Inn, the liability to the guest is limited to the price of the booking.
26. The Kings Head Inn does not accept responsibility for damage to the guests’ possessions or for theft from the room(s) where the guests are residing.
27. The Kings Head Inn does not accept responsibility for damage to the guests’ vehicles or for theft thereof. Park at own risk applies to allocated parking area.
28. The guest indemnifies The Kings Head Inn from and against any and all liability or any claims, proceedings or damages resulting or arising from the booking, the guest or any outside contractors of the client.
29. The Kings Head Inn will not be liable for failure to perform to the extent that the failure is cause by any factor beyond its reasonable control.
30. Damage
31. Guests are responsible for any and all damage caused to the allocated rooms, hard or soft furnishings, utensils, linens and equipment by any act or omission, default or neglect of the guests or their representatives and will pay to The Kings Head Inn on demand the amount required to make good or remedy any such damage and the costs of such recovery.
32. Payment
33. Payment must be made in full before checking out.
34. All personal details or credit card information is secured. Credit card details, name, address, and telephone number are protected by the latest security technology in accordance with GDPR regulations.
35. Parking
36. Each room has one allocated parking space situated to the back of the parking area.
37. Room 5 (double room) has two allocated parking spaces.
38. Parking is at own risk, The Kings Head Inn does not accept responsibility for any loss, damage, or theft thereof.
39. Room Keys
40. Guests are given the room key upon registration and check in and are kindly asked to lock the rooms when not in use.
41. Guests are required to handover their keys upon departure. If an early check out has been arranged, the key is to be dropped in the key box situated outside The Forge
42. If guests lose or do not return the key to the room, they are obligated to pay the **penalty of £10**.
43. Safe
44. For your convenience we have provided each room with a safe.
45. The Kings Head Inn bears no responsibility for any damage or loss of your personal belongings during your stay.
46. We suggest you double check safe deposit box in your room upon your departure.
47. If guests lose or do not return the safe key, they are obligated to pay the **penalty of £30** for the replacement of the entire safe for safe keeping purposes.