

Terms and Conditions.

Conditions applicable.

These conditions shall apply to all contracts for the sale of services in the form of accommodation by the Groes Inn to the Customer to the exclusions of all other terms and conditions which the Customer may purport to apply under any letter of reservation or any other similar document. All room reservations shall be deemed to be an offer by the Customer to purchase the services of the Hotel and shall be subject to these conditions. Use of the accommodation shall be deemed conclusive evidence of the Customer's acceptance of these conditions. Any variation to these conditions (including any special terms and conditions agreed between the parties) shall be deemed conclusive evidence of the Customer's acceptance of these conditions.

Warranties and Liability.

The Groes Inn warrants that the services of the accommodation will correspond to those set out in the brochure. The Company accepts no liability for loss or injury of any kind except where death and injury is caused by the negligence of the Company, its servants or agents.

Every effort is made to service and maintain all equipment to the highest standards, Groes Ltd. will not be held responsible for the failure of any equipment or service i.e. hot tubs, steam shower, water, power etc. in any property due to circumstances beyond our control.

Reservations

Full contact details, a valid credit card number and/or deposit is required to secure all room bookings. All major credit cards are accepted and on occasion we may pre-authorize credit card payments.

Unsecured bookings i.e. those where no payment or credit card details have been given by the Customer shall be held by the Inn for a maximum of 7 days from the date of booking, after which time they may be cancelled without notice.

Cancellation

Cancellation for pre-booked accommodation must be made at least 1 week (7 days) before the date of arrival. Failure to do so will result in the Customer paying for the full cost of the booked accommodation, unless rooms can be re-sold.

Accommodation

By prior arrangement with the Hotel further beds can be provided in some of the larger rooms. Rooms occupied by children are charged at the standard tariff. Customers accompanied by children under ten years old are requested to eat in the bar area only, and before 7.00 p.m. Children under ten years old are not permitted in the dining room.

Off-site Properties

Photographic identification is required and will be recorded at check in for all of our off-site, self catering properties. The Inn reserves the right to refuse admission should this identification not be available. Extra guests and visitors are not permitted unless by prior arrangement. All winter High Cabin bookings are subject to weather conditions permitting.

Pets

Pets are permitted in some bedrooms only by prior written arrangement, Guide/assistance dogs are of course welcome. Pets are not permitted in our off site, self catering properties.

Prices

The Inn Tariff may be subject to price fluctuations. A full list of current prices is always available at the Hotel.

Special breaks.

Special breaks are subject to normal booking terms and conditions, are subject to availability and may be amended or cancelled without notice.

Safe security.

The Inn provides a service of securing a residents valuable items on request but places a limit of £1,000.00 on such articles.

Smoking

Smoking is not permitted in Hotel bedrooms or in any public areas by law. An extra cleaning charge of £100 will be levied should any customer be found to have been smoking in a bedroom or off-site property and criminal charges may result.

Damage

Any damage to hotel property or equipment however caused, should be reported immediately to a member of staff. The hotel reserves the right to make charges for damage, repair or cleaning as required without prior notice.

Cleaning

The hotel undertakes to be responsible for room cleaning however the Hotel reserves the right to levy extra charges should extra cleaning of rooms be required as a result of pets, dirty clothing or shoes, or negligent guest activity.

Invalidity

Invalidity of any of the terms of this agreement shall in whole or point be held to any extent illegal or unenforceable under any enactment of rule of law, that term shall to that extent be deemed not to form part of this Agreement and the enforceability of the remainder of the Agreement shall not be affected.

Nothing in these terms and conditions shall affect the Customer's statutory rights.