

# Wookey Hole Hotel Policy

## 1. Reservations

Reservations must be guaranteed at the time of booking, this can be done either with a credit/debit card, Wookey Hole Business Account or cash. All non-guaranteed bookings will be released 2 days prior to arrival – This excludes special package bookings that need to be guaranteed and paid at the time of booking.

Please note that special package offers that include food, tickets or additional items, separate terms and conditions may apply, please contact Wookey Hole Hotel for further information.

Any discounts, offers or promotions need to be stated at the time of booking, once a reservation has been made we will be unable to amend the booking to include these. Wookey Hole Ltd reserves the right to withdraw or change any of its promotions without prior notification.

If, by mistake, we have under-priced a package or room rate, we will not be liable to supply that item to you at the stated price, provided that we notify you within 72 hours of the booking being made. In those circumstances, we will notify the correct price to you so you can decide whether or not you wish to stay with us at that price. If you choose not to continue the booking at the new price stated then you will be able to cancel the reservation free of charge without any penalties. Wookey Hole Ltd will notify you by email, post or phone within the 72 hour period, if however we have no response within that time we will automatically cancel the reservation and send you a cancellation confirmation of the booking.

The Wookey Hole Hotel reserves the right to cancel any reservation under the following conditions: a) the hotel and its booking system or any part of it is closed or overbooks rooms due to circumstances beyond its control b) the client becomes insolvent or enters into liquidation or receivership c) to avoid a breach of these conditions d) if it may prejudice the reputation, or cause damage to, the hotel. In any of these circumstances, the Wookey Hole Hotel will refund any advance payments, but will have no further liability to the client. The hotel reserves the right to cancel any booking for any reason provided the guest is notified within 24 hours of that reservation being made.

## 2. Room Prices

Room prices are inclusive of VAT (at the current rate), rooms are priced per room (unless otherwise stated). Breakfast is available to book at the time of reservation or upon check-in. Breakfast can be ordered in the morning directly from the restaurant. Some packages include breakfast and this will be stated within the package.

All other meals must be paid for separately at the time.

Wookey Hole Ltd reserves the right to review its room prices.

### **3. Payment**

Wookey Hole Hotel accepts payment by cash, credit or debit card (except diners), business cheque and business account.

Non-package rates (room only / bed and breakfast) will require payment in advance of arrival, this will be after the free cancellation period ends. Payment will be taken from the guarantee card given at the time of booking, if you would like payment taken from an alternative card, please contact the hotel, more than 48 hours prior to arrival.

Package rates are charged at the time of booking and package terms apply.

Customers paying by cash or vouchers are required to provide identification on check-in. Current acceptable forms of ID include – Valid Driving License, ID Card, passport, utility bill or bank statement with address.

From time to time we may have promotional periods where we accept vouchers, no change will be issued on vouchers used. Vouchers once used are non-refundable.

For more information on payment methods please contact Wookey Hole Ltd.

### **4. Cancellations**

Room only / Bed and Breakfast – A credit or debit card is required to secure your reservation. There will be no cancellation charge if a booking is cancelled two day's prior to the arrival date – before 12 GMT. If the booking is cancelled later, or in the case of a no-show, the full stay will be charged.

Cancelling a package deal at Wookey Hole – when cancelling you have up to 14 days prior to your reservation date to cancel, this will incur a charge of 25% of the final total cost. Once the 14 day period has been entered cancelling a reservation will incur a charge of 100% of the booking. When cancelling a reservation that has either been paid in advance or a deposit given, subject to the cancellation policy, a refund will be issued to the credit/debit card used at the time of booking, this is normally immediate but should be done by 9am on the next working day. A cancellation reference will be given and this should be kept as proof of cancellation.

Bookings made two day's prior to the arrival date after 12pm are non-refundable and are subject to the standard terms and conditions.

### **5. Arrivals and Departures**

Rooms will be available from 5pm on the arrival date. (Please note during busier periods this may be later, we will do our best to inform you). If you are due to arrive before check-in please notify us and we will do our best to accommodate you in a room earlier where possible.

Wookey Hole Ltd reserves the right to move / reallocate your reservation to a room of similar standard or upgraded room type; there will be no additional cost for this. Where possible we will give you notice of this. No refunds will be given unless your

original booking states a VIP, Luxury, Superior Room or Juliette Room and you are transferred / downgraded to a standard room. You will be refunded the difference between the VIP, Luxury, Superior Room or Juliette Room.

Rooms must be vacated by 10am on the day of departure; failing to adhere to this will incur charges of one nights accommodation.

If you require a late check-out please speak to reception on arrival and we will do our best to accommodate this – this will be subject to an additional charge.

#### **6. Group Bookings / School Visits / Wedding Parties**

If you wish to make reservations for ten rooms or more please contact us directly for more information. Our group bookings department can be contacted on 01749 672243 – [hotel@wookey.co.uk](mailto:hotel@wookey.co.uk).

Wedding parties please call the Hotel Booking Line to book your rooms with the Hotel directly; please quote the name of the Wedding booking when phoning.

#### **7. Particular requirements/Hotel Information**

Family rooms are designed to accommodate two adults and up to two children aged under 15 years. Some of our larger superior/luxury family rooms can accommodate up to 2 adults, 3 children and a cot.

Family rooms consist of a Double bed and a sofa bed or pull out bed.

Cots will be provided upon request (please note we have a limited amount and pre-booking is advised). We provide the bottom sheet for cots, the Hotel does not supply bedding.

Double rooms include a double bed and room for a pull out single bed; some rooms differ so please speak to our bookings desk about this on reservation.

Twin / Double rooms include two single beds and some rooms have space for a further one pull out bed. Beds can be joined to make a Double bed, please request this when making a reservation.

Disabled Rooms include either a double bed or two single beds; all disabled rooms have en-suite bathrooms with full disabled access, we also have a lift in the Hotel.

The VIP Suite is the most luxurious room in our Hotel featuring two floors and space for two adults and up to two children.

Wookey Hole operates a no smoking policy within the Hotel; smoking in the Hotel/rooms and or balcony's will result in an automatic fine of £100, you may also be asked to leave the Hotel.

Wookey Hole Ltd will make every possible effort to accommodate your personal requirements and make your stay as enjoyable as possible, however all rooms are subject to availability, we apologise in advance if we cannot meet your particular requests.

Children aged under 3 years are classed as an infant, children aged between 3-14 years are classed as a child.

#### **8. Hotel Bar**

The bar will be open from 10am daily, Friday and Saturday the bar will close at 2am. Sunday to Thursday the bar will close at Midnight. (Subject to seasonal variations – Please contact us for further information). The bar is open to residents, resident's guests and the general public. In quieter times the bar may close earlier, we will do our best to notify guests in advance.

Under 18's must be accompanied by an adult when in the bar/restaurant area.

Wookey Hole Ltd reserves the right to refuse service or ask residents to leave the bar area.

Drinks may not be taken out of the Hotel at any time. Guests are welcome to take drinks back to their rooms.

Snacks are on sale from the bar and reception.

#### **9. Breakfast and Restaurant**

Breakfast is served in the restaurant between 7.30am – 10.00am daily. (Breakfast times may vary during busier times, please contact the Hotel directly for up to date breakfast times)

It may be possible to pre-arrange an earlier breakfast with the Hotel, please speak to reception on check-in to arrange this.

Special offers and promotions on package deals including breakfast may have separate terms and conditions please contact Wookey Hole about these.

Package deals include a continental breakfast, you are able to upgrade to a cooked breakfast for a small charge of £2.00 per adult and £1.00 per child, this can be done upon reservation or at check-in.

Anyone aged 15 or over will be charged the adult rate for continental/cooked breakfast. Children aged 3 -14 years will be charged the child rate for continental/cooked breakfast.

Evening meals will be available in the restaurant from 6.00pm – 9.00pm.

At busier times the Big Top Restaurant situated within Wookey Hole attractions may be open and used for breakfast / evening meals, the Big Top is located near the Hotel and takes about 2 minutes to walk to. We will do our best to notify you in advance when we are using the restaurant.

(Subject to seasonal variations – Please contact us for further information).

## 10. Additional

Please note that with the exception of Guide/Assistance dogs, Wookey Hole operates a no pet's policy.

The DVD library is available to guests. DVD's within the library can be booked out for a refundable deposit of £10 per DVD. Any DVD's that are lost, not returned or damaged will lose the refundable deposit. We can only accept a cash deposit for this service.

Wookey Hole Hotel operates a zero tolerance policy on noise and violence towards staff, residents will be given one warning, after this the police will be called and you may be asked to leave the Hotel.

Electrical appliances such as portable grills, cookers and toasters are not to be used in any of the rooms on site as they may trigger the sensitive fire alarm system. Anyone caught doing this will be charged the call out fee by the Fire Service.

Room reservations are non-transferrable and must not, under any circumstance, be sold or otherwise transferred to a third party who is not a member of your group.

Marketing, advertising or offer of sale for any Wookey Hole Room / package is forbidden.

All damages within the Hotel must be paid for, rooms are thoroughly checked upon check-out and before the next resident checks-in. Rooms are checked and an inventory of room items is taken before each new resident visits, should something be missing this will be charged to you.

Wookey Hole Hotel is part of Wookey Hole Ltd.

Wookey Hole, Wells, Somerset, BA5 1BB

Tel: [01749 672243](tel:01749672243)

Fax: 01749 677749

E-mail: [witch@wookey.co.uk](mailto:witch@wookey.co.uk)

Website: [www.wookey.co.uk](http://www.wookey.co.uk)