



## Terms and Conditions

### 1. Prices and availability

The Nevill Arms adopts dynamic pricing and the price of our rooms fluctuates based on demand. When you make a reservation request, we'll give you the total price for the rooms and the number of nights you've requested. The price you pay is the price quoted at the time of reservation.

Room prices are per room, per night and are inclusive of VAT at the applicable rate at the time of your reservation. If the rate of VAT changes between the date of your reservation and the date of your stay, we may adjust the rate of VAT but the price you pay will remain the same.

Meals (excluding breakfast) and other extras are not included in the room price but you may be able to add them to your reservation during the booking process or they may be available to you during your stay.

Although we endeavour to ensure that our website, third-party booking sites, and other marketing materials relating to our prices and services are accurate, the content and information are provided for general information only. It is not intended to amount to advice you should rely upon. We make no representations, warranties or guarantees, whether express or implied, that such content and rate is accurate, complete, or up-to-date.

### 2. Payments

We accept the following methods of payment:

(a) credit cards: American Express, MasterCard, Visa

(b) debit cards: Visa/Delta, Visa/Electron, Maestro, Mastercard

At the time of check-in, we will authorise the accommodation charges (room rate, VAT and any service charge) and anticipated incidentals for the duration of your stay against your credit/card.

We may also choose to accept a deposit in place of payment card authorisation by another valid form of payment, including cash or cheque.

### 3. Cancellations

Changes and cancellations to bookings made up to 5 days before the arrival date are without charge, thereafter 50% will be charged.

The total value of the booking will be charged if cancellations are made with less than 48 hours notice.

### 4. Arrivals and departures

Rooms are available from 3pm on the day of arrival and should be vacated by 11am on the morning of departure. On arrival please park at the front of the hotel and follow signs for reception.

### 5. Children

Children are allowed in any part of the hotel, but we do ask that they remain under adult supervision at all times.

#### 6. Pets

No pets are allowed in any of our bedrooms.

#### 7. Smoking

The hotel operates a strict no smoking policy in all bedrooms and public areas. Breach of this policy will result in charges equal to any revenue lost from not being able to re-let the bedroom.

#### 8. Valuables

Any equipment and valuables left on the premises are left at the guest's risk and we do not accept any liability if anything was to happen with any valuables.

#### 9. Fire safety

The hotel will always have fire trained staff on the premises at all times and will keep all staff and guests safe to the best of their abilities.

#### 10. CCTV

CCTV is place at the property for both guest and staff safety.

#### 11. Liability

Other than for death or personal injury caused by our negligence or fraudulent misrepresentation, our total liability to you is limited to the price of the booking and in no circumstances will we be responsible to you for any indirect or special damages.

We will not be liable for failure to provide the services to the extent that the failure is caused by any factor beyond our reasonable control. You are responsible for any damage or loss caused to us, including any damage to our property by your act, omission, default or neglect and you agree to indemnify us and you agree to pay us on demand the amount reasonably required to make good or remedy any such damage or loss (Charges: Failure to return room key £25.00 ). Further, we reserve the right to terminate your booking immediately without being liable for any refund or compensation where you engage in unacceptable behaviour that causes a disturbance or nuisance to our other guests.

#### 12. Data Protection

We will process the information you provide to us in accordance with the relevant data protection legislation.