



## **Reservations Policy**

All guaranteed reservations are held for the guest until 7am the next morning unless requested otherwise.

All rooms must have one person over the age of 18.

The total number of guests must not exceed the occupancy limit (including children)

Payment will be taken for guaranteed bookings that have not arrived (no show) at the cost of the first night's stay for all rooms.

### **Walk policy**

In the event of a double booking we will –

Try to find alternative comparable accommodation in close vicinity

Provide a taxi if required to the new hotel

Pay any difference in cost

Pay for a telephone call

In all cases we do not promote overbooking of our rooms.

Updated 28<sup>th</sup> April 2020