

Terms & Conditions

Provisional Bookings:

If the deposit is not received within 14 days of a provisional booking being made, the hotel may release the booking without notice. Deposits are not transferable to beverage. Please note that due to the large number of payments made for the festive season, the hotel will not accept individual payments from your party, all payments must be made by the main booking contact.

Deposits:

A non-refundable deposit of £50.00 per person is required to secure Christmas and New Year residential packages. A non-refundable £10.00 per person deposit is required for an event or accommodation. All non-residential events are subject to a non-refundable deposit of £10.00 per person.

Final Payment, Numbers & Pre Orders:

This will be required no later than 1st November 2026. Any balance of payments not received by this date may mean that your booking is released without notice. All payments made on or after this date are non-refundable.

Cancellations:

As stated above the deposits and final payments once paid are strictly non-refundable with NO exceptions, all requests for refunds will be declined. Cancellations due to weather conditions, which are out of our control, are also non-refundable.

Bar/Company Accounts:

We will not set up any bar or company accounts unless they have been authorised prior to the event and designated signatories agreed. Minimum Numbers: Should there be insufficient numbers booked for any event we reserve the right to offer alternative dates or to cancel an event with a full refund.

Table Sizes/Location:

Due to capacities at public events you may be occupying a table with other guests. The location of your table will be known on the day; requests to be in a particular area can be made but are not guaranteed.

Group Organiser (Party Nights):

To ensure prompt service for all groups, keeping to the times stated in your final balance letter is essential. The group organiser will be the hotel's main contact, should any monies be outstanding, we will contact the organiser in the first instant.