

## Terms and Conditions

Your booking with Bearslake Inn is subject to the following terms and conditions

June 2022

### Bookings

Rooms are subject to availability. The management reserves the right to change your room without prior notice. We cannot be held responsible for any errors (technical or human) that may from time to time occur when making a booking via a third-party booking system. If such an occasion arises, we will endeavour put right any errors where we can.

### Booking Payment Policy

Where guests have booked our non-refundable rates through either our own website or via third party websites the whole of the balance shall be taken at the time of booking. For guests booking on our standard rate a non-refundable deposit of 10% of the balance is required at the time of booking with the rest of the balance due 3 days before arrival. At the time of check in a swipe of a credit or debit card number will be required on arrival as security against your stay.

### Cancellation Policy

Where guests have booked our non-refundable rates through either our own website or via third party websites the whole of the balance shall be kept in the event of a booking cancellation. For guests on or standard rate there will be no cancellation charge if booking is cancelled before 4pm, 3 calendar days before the expected date of arrival. If the booking is cancelled later or if you have not managed to check into your room by last check-in (9.00pm) for any reason the full amount of the total stay can be charged. We advise you to take insurance cover to protect you in the event of cancellation or curtailment. We would only cancel your booking if your accommodation was unavailable for reasons beyond our control. We would always attempt to offer you alternative accommodation, however if this was not possible, or unacceptable to you, then we would refund all funds paid by you. Our liability would not extend beyond this refund.

Restaurant (winter food service times 1 Nov 2021 to 30 April 2022);

Wednesday – 12-2.30pm | 5.30 - 8pm

Thursday – 12-2.30pm | 5.30 - 8pm

Friday - 12-2.30pm | 5.30 - 8pm

Saturday - 12-2.30pm | 5.30 - 8pm

Sunday - 12-4:00pm \* Sunday evening hours may vary in the winter please check with the venue

SUMMER HOURS 1 May until 31 October

Restaurant

Wednesday - Saturday: 12noon - 2.30pm | 5.30pm - 8pm

Sunday: 12noon - 3:00pm | 5.30pm - 8pm

We are also open EVERY BANK HOLIDAY MONDAY serving food and drinks from 12 noon to 4:00pm

\*\*Rooms are open 7 days a week during the summer, although please note no food or drinks available on a Monday or Tuesday

We encourage you to make table reservations at least 24 hours in advance to avoid disappointment. Please check our social media which is always up to date with current changes or give us a call

\*\*\*Please note our kitchen and bar are closed all day on a Monday and Tuesday\*\*\*

Room only

If you select a rate plan that is room only, all additional extras will be charged for at the full rate.

Dine, Stay & Relax

If you select a rate plan that includes our Dine, Stay and relax package after check-in you will be able to unwind in your spacious Dartmoor inspired room before joining us for a three course evening meal of your choosing from our full seasonal menu (drinks not included, supplements may apply for some dishes). Spend the night before waking to our luxury, Breakfast hamper full of local and homemade sweet and savoury goodies. Your bespoke, Dartmoor inspired, Breakfast Hamper will be delivered to your room at 8.30am. Full of local and homemade sweet and savoury goodies to start your day. You will need to fill our you breakfast choices and return them to the bar before 7.00pm to guarantee your bespoke hamper choices can be made available.

Arrival

Rooms are available between 2pm and 3pm and then between 5pm and 9pm (check in time needs to be advised on the pre arrival form). Latest check-in 9 pm (except by prior arrangement). Please let us know if you plan to arrive after 9 pm. Arrivals on a Monday and Tuesday must be pre-arranged and latest check in on these days is 7pm

Checkout

Please vacate your room by 10:00am on the day of departure. Failure to do so may result in additional late departure charges.

## Meal Reservations

Reservations for lunch and dinner should be made in advance. If reservations are not made, we regret that we cannot always guarantee a table available for you (even if this is included in your room package).

## Breakages

Any breakages or damage incurred by guests must be paid for in full and may be charged to your card if not reported to our management team immediately.

## Smoking

There is a no smoking policy throughout the inside of our premises and smoking is only permitted in designated smoking areas externally. Strictly no smoking is allowed in any of our rooms. Any damage or supplementary cleaning requirement caused by smoking in the rooms will incur a supplementary cleaning charge of £150. This may be charged to your card if not brought to the management's attention immediately. Being a thatched pub no candles, wax melts or naked flames are permitted in any of the rooms.

## Dogs

Dry, clean, well behaved dogs are always welcome, however they are not allowed on the furniture, on the beds, or in the shower/bath. Any damage or supplementary cleaning requirement caused by dogs will have to be paid for in full. Dogs are only allowed in The Roost (Room 3), Saddle Room (Room 4) and Garden Room (Room 5) and Hayloft (Room 6). Dogs are not allowed in Cider Press (Room 1), Longhouse Suite (Room 2). We reserve the right to charge a full hypoallergenic cleaning charge of £250 in the event that that a dog has been in a non dog friendly room. This is to accommodate the needs of guests with allergies. Dogs are welcome in all the bar areas but not in the restaurant. Management reserve the right to charge additional cleaning fees to your card if any pet related damages are not brought to their attention immediately.

## Alarm Activation Charge

Our premises are fully alarmed for both Fire and intrusion and externally monitored by a monitoring center. Should at any point you be found responsible for an avoidable activation or false alarm management reserve the right to charge a £100 alarm activation fee (This is because we get charged every time the alarm goes off).

## Alcohol

The consumption of alcohol not purchased through Bearslake Inn is strictly prohibited. We reserve the right to charge a corkage fee per bottle (as follows) should any empty alcohol bottles be found in the room;

Beer and lager bottles/cans £5 per bottle/can

Wine £10 per bottle

Spirits £30 per bottle

Any damage caused by the consumption of alcohol in the room whether purchased through Bearslake Inn or otherwise shall be added to your final bill and if not reported management reserves the right to charge this to your card.

## Bicycles

We have a rack in the car park that bicycles can be locked to. If you prefer, we can put them in the shed, and advise guests to bring their own locks in line with their insurance policy as we cannot be held responsible for any loss or damage caused. Bicycles are not allowed in any of the rooms or inside of the pub. Bike storage does need to be pre-booked as we have limited storage. We are now able to offer a charging facility for electric bikes and this is charged at £5 per bike per night, it also needs to be pre-booked.

## Liability

We do not accept responsibility for injury to persons or loss/damage to any possessions unless cause is proven as a negligent act from ourselves, our employees, contractors, or agents during their employment at Bearslake Inn. This includes loss or damage to vehicles and their contents, and to the personal possessions you bring with you.

## Behaviour

Guests failing to adhere to these Terms and Conditions, behaving in an unsatisfactory, disrespectful or abusive manner towards other guests or members of staff could be asked to leave the premises without prior notice and without a refund of any charges already paid.

## Web Site and Brochure

We make every effort to ensure that the information contained on our web site and in our brochure and the accompanying leaflets are accurate. We do however reserve the right to make small changes and we accept no liability for minor inaccuracies.