

The Ilchester Arms Hotel

Booking Terms and Conditions

The Ilchester Arms Hotel
Church Street
Ilchester, Yeovil
BA22 8LN
Tel: 01935 840220
Email: mail@ilchesterarms.com
VAT Reg No: 800063881

Thank you for choosing to book with **The Ilchester Arms Hotel**. We look forward to welcoming you. By making this booking you are entering an agreement with us. Please read our terms and conditions of booking below.

Prices

The price of the accommodation includes the following:
Electricity, linen, cleaning, hot water, central heating and breakfast.

Pets

Well-behaved pets are permitted by prior arrangement only at the additional cost of **£10.00** per pet/per night. In pet friendly rooms only, these are our ground floor rooms. One room can be made into a twin, one room is a standard large double, please can you specify this when booking.

Acceptance of Children

We welcome children of all ages.

Cancellation

By making your booking, our agreement is a legal contract and your deposit is non-refundable. If you cannot make your accommodation and the booking cannot be re-let, you are still liable to pay for the first night of the booking, even if we have not yet received your balance. This is if you are to cancel after the 48-hour period.

We state in our literature a 48-hour cancellation policy applies. If a reservation is cancelled giving at least this period of notice prior to the date of the proposed stay, we agree to NOT charge any amount of booking fee.

Please note that your deposit is not refundable under any circumstances. We would recommend that you take out cancellation insurance to cover this cost.

Non-availability of Accommodation

We would only cancel your stay if your accommodation was unavailable for reasons beyond our control. We would however attempt to offer you alternative accommodation. If this was not possible, or unacceptable to you, then we would refund all monies paid by you for the accommodation. Our liability would not extend beyond this refund.

Arrival

Your accommodation will be available to you from **2pm** on the day of arrival, unless otherwise arranged. We may not be able to accommodate you if you arrive earlier than the agreed time as we will be busy preparing your rooms.

Late arrival procedure

Please ensure you contact us no later than **noon** to let us know if you will be arriving later than **9.30pm**. Failure to notify us may result in no access to the room, We are NOT a 24hour hotel and do close of an evening at 10pm. If you are checking in late please follow the late check in procedures given to you by a member of staff when contacting us regarding you late check in.

Departure

Please be ready to leave the accommodation by **11am** on the day of departure, unless otherwise arranged. We will provide you with an invoice, payable on departure which will include any additional services you may have used during your stay.

Damages and Breakages

Please take care when staying in our property. You are responsible and liable for any breakages or damages, which you cause, to the accommodation or its contents. All we ask is that you report any incidents as they occur. We do not normally charge for minor breakages, but we may send you an invoice for repair or making good if the damage or breakage is significant, and we may make an additional charge of **£50.00** if you did not report this.

Liability

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

Privacy Policy

Any data collected during the course of this booking will be stored on our computer(s). With your permission we may from time to time contact you about promotions and offers. We will not share your details with any third party.

A warm welcome awaits you at **The Ilchester Arms Hotel**.