



Terms and Conditions

Please be aware that by making a reservation at the Roundthorn Country House, you are automatically accepting the below Terms and Conditions.....

Details of your booking

Your booking is only confirmed after the necessary deposit has been made and confirmation has been sent to you. At the time of booking a full name, address, e mail and telephone number (a mobile is essential) are required. Full names must be provided of each of the occupants staying in the apartment along with the ages of any occupants under 18.

Charges and Payment

This section applies to bookings made directly with the Roundthorn team or on www.roundthorn.co.uk. Where bookings have been made through third parties, terms may differ. A non-refundable deposit of 50% of the total cost of your stay must be made on booking, with the remainder paid 6 weeks prior to your arrival date. Any modifications to your booking after this are at the discretion of the Roundthorn Country House and deposits are not transferable.

If you make your booking less than 6 weeks prior to your arrival day, full payment must be made for the cost of your stay. This can be made by cheque, debit/credit card or bank transfer. Cheques are unfortunately not accepted for bookings made within two weeks of the arrival date. If a deposit has not been paid seven days after your reservation was made, it will unfortunately be released.

Published Prices

All published prices are quoted in pound sterling and include VAT at the current rate. We reserve the right to make amendments. Restrictions may apply on certain dates.

Cancellations

Please note that terms may differ from the below if a third party is taking payment for your stay.

If your booking is cancelled more than 43 days prior to the arrival date your deposit will be lost.

If your booking is cancelled 29 – 42 days prior to the arrival date, the cancellation charge will be 75% of the full cost.

If your booking is cancelled 8 – 28 days prior to the arrival date, the cancellation charge will be 90% of the full cost.

If your booking is cancelled less than 7 days prior to the arrival date, the cancellation charge will be 100% of the full cost. This also applies in the case of a non-arrival.

If a booking that has been made through a third party is being cancelled, the third party must be notified directly by the customer.

Upon making a reservation in a Mews @ Roundthorn apartment you are automatically accepting the above terms.



Insurance

We do recommend that you take out cancellation or travel insurance to protect yourself from any losses.

Numbers in party

The names of guests staying in the apartment must be notified with the booking and no other guests should be permitted to access to the property without express permission in advance from the management. You must not permit more people than agreed on the booking to stay overnight in the property. It should be noted that we operate a strict no party policy in the apartments.

The number of adults or children cannot be changed during your stay without approval. (For example, if you book for two adults and two children, you cannot arrive with four adults and no children).

Single sex parties of more than 4 people are not permitted to book the Mews apartments and if there are any children (under 18) in your party you should let us know at the time of booking.

Breaches of the above terms will be treated as a cancellation of the booking and no refund will be made.

Repair and Cleanliness

Guests are responsible for the accommodation and its equipment during the period of the visit and are expected to take all reasonable care of it. You are advised to check on arrival and report any shortcomings, damage or missing items immediately to a member of the hotel team, so that the matter can be resolved. No claim can be considered for such matters not so notified.

Any damage caused, or equipment lost, damaged, broken or stolen during occupancy of the apartment must be reported to the hotel immediately. Guests are responsible for the costs of any damage, losses or breakages, these costs must be settled prior to departure.

The accommodation must be left in the same state of cleanliness and general order in which it was found. All the equipment, utensils etc. must be left in a clean condition at the end of the stay.

Following departure, the property will be inspected and if any damage is found you will be liable for the cost involved to replace/repair.

Management access

A representative of the Roundthorn Country House is permitted to enter the property at any time, and it will be checked regularly throughout your stay. If any external trades people require access for reasons of maintenance, they will be supervised at all times.

Smoking

The Mews @ Roundthorn operates a strict non-smoking policy inside and outside of the apartments. This includes the decking and garden area and front terrace - this is a legal requirement of the fire certificate.



Lost Property & Security

The Roundthorn Country House do not accept and responsibility for any loss and/or damage to personal belongings during your stay. It is the guest's responsibility to ensure that their property is left locked and secure at all times and to ensure that they are in possession of keys to the apartment.

Keys must be handed back on departure and an additional charge of £50 will be made for any lost keys.

We will endeavour to keep any items left behind following your stay for 6 weeks, with food and drink being discarded immediately. Lost property can be posted out to guests at an additional cost and it is your responsibility to contact the hotel if it is believed that any items have been left behind.

Behaviour

You and all members of your party agree:

To keep the property clean and tidy;

To leave the property in a similar condition as you found it when you arrived;

To behave in a way at all times while at the property which does not break any law;

Not to use the property for any illegal or commercial purpose;

Not to sublet the property or any part thereof or otherwise allow anyone to stay in it who we have not previously accepted as a member of your party;

Not to behave in anti-social manner, breach the peace or otherwise act in a way which may disrupt or affect the enjoyment of others.

We reserve the right not to hand over keys, or end your stay should any unreasonable behaviour occur or if anyone in your party is likely to cause offence to other guests, members of staff or to neighbours. We also reserve the right to end your stay if there is cause to believe you or any member of your party will cause damage or loss to the property.

The Mews @ Roundthorn | Roundthorn Country House
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