

# LINTHWAITE HOUSE TERMS AND CONDITIONS

- No more than two adults per room/suite. Children are allowed in dedicated child friendly rooms.
- Check-in time is 15:00 and check-out time is 11:00.
- Reservations are subject to terms and conditions at the time of making the booking and upon check-in.

### **RATES AND SERVICE CHARGE**

- Rates are quoted in British Pounds. Room rates are per room per night, including bed, breakfast, and VAT.
- A discretionary 10% service charge will be added to all food and beverage offerings (excluding breakfast).

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- Breakfast (07h00–10h30)
- Tea and coffee facilities
- Unlimited Internet access
- All national phone calls
- VAT
- Nightly Tourism Levy

#### **EXCLUDES**

- Meals (except breakfast)
- International phone calls
- Dry-cleaning, laundry and pressing service
- Gratuities

# **ACCOMMODATION CANCELLATION POLICY**

- All reservations must be confirmed by credit or debit card.
- Full payment for the reservation will be debited from the card number provided 7 days prior to arrival.
- Failure to provide full payment 7 days prior to arrival, will result in the cancellation of the room.
- Rooms can be cancelled free of charge until 12noon, 7 days prior to arrival. If rooms are cancelled within 7 days of arrival, full cancellation will apply.
- Different cancellation terms will apply for festive bookings, group reservations (more than 5 rooms) and advance purchase reservations.
- We always recommend that guests take out travel insurance.

#### **DINING AT LINTHWAITE HOUSE**

- The Bar and Conservatory serves:
  - All-day dining (Monday and Tuesday)
  - Bar Snack Menu (Monday to Sunday)
- Henrock by Simon Rogan serves
  - Dinner 18:00 21:30 (Wednesday to Sunday)
  - A traditional Sunday Lunch is served from 12:00 15:00 in Henrock every Sunday.
- Henrock welcomes children of all ages between 18:00 19:00 and has a special children's menu available for this time. However, after 19:00, they only allow children over the age of 12 and cannot offer a children's menu.
- Dinner inclusive packages include a three-course meal. Some dishes have a supplementary charge.

## **CANCELLATION FOR DINING AT LINTHWAITE HOUSE**

- Your table is guaranteed with the card that you used to secure the table reservation.
- Please inform us 72 hours before your reservation should you wish to cancel or change the number of guests within your party.
- Cancellation charge is £75 for dinners and £35 Sunday lunch.
- The relevant charge will be debited from your credit/debit card for cancellations or changes within 72 hours.

#### **CHILD POLICY**

- Children are welcome and a cot can be made available in some of our rooms. (Please speak to the hotel directly to organise this).
- Children 8 years and younger can be accommodated at no extra cost on a sofa bed in selected rooms; a maximum of two children are permitted per room.
- Children aged 9 16 sharing a room with two adults will be charged £35 per person per night (maximum one child per room, accommodated on a sofa bed).

#### **DOG POLICY**

- Dogs are welcome in our dedicated dog friendly rooms. (Please speak to the hotel directly to organise this).
- Dogs are not allowed in the hotel, bar, lounges or Henrock however they are more than welcome on the terrace and in the grounds and gardens.
- Maximum of one medium sized or two small dogs per room. Regrettably, we cannot cater for larger breeds of dogs.
- A dog surcharge applies. Please enquire directly with hotel at time of booking