

Knoll House Booking Conditions 2017

Booking and Payment

To check availability please contact us by telephone, email or via the website. A 25% deposit is charged upon confirmation of a booking. Reservations must be accompanied by a credit card.

Booking Amendments

If you would like to amend your booking dates outside of the cancellation period, we will do our utmost to assist you in transferring the start / finish date of your stay subject to suitable availability.

Cancellation by you

In the event that you wish to cancel your booking, you must notify us in writing. Cancellations are effective from the day that notification is received by us. Our cancellation policy requires one month's notice, and two months notice for stays that fall into high season (mid July to end of August). Cancellation includes shortening or moving booking dates. Bookings cancelled within the cancellation period will be charged for in full less any amount pre-paid and V.A.T.

Cancellation by us

We reserve the right to cancel your booking at any time in the event of circumstances beyond our reasonable control. In the unlikely event of this happening, we will refund all money received by us in relation to your booking, however we will not be liable for any other loss incurred by you as a result of the cancellation.

Please ensure appropriate travel insurance is arranged at the time of booking.

Terms

Our rates are based on two people sharing a double / twin room on a nightly basis to include either bed & breakfast, half board or full board.

Single rooms are sold on the above basis for one person.

Bed and Breakfast – Includes accommodation, breakfast and VAT.

Half Board – Includes accommodation, breakfast, 3 course dinner and VAT.

Full Board – Includes accommodation, breakfast, lunch (main restaurant buffet lunch), 3 course dinner and VAT.

During the summer holidays, we offer a BBQ in lieu of a restaurant menu on one evening per week.

Children

Children are charged according to age.

Knoll House assists you with an evening 'baby patrol'. Our staff will patrol the hallways at regular intervals listening out for babies and young children. This service will operate 7pm - 10pm during school and summer holidays.

If private babysitting is required this can be arranged at the time of booking. Babysitting is charged at £15 per hour. **Children remain the responsibility of their parents at all times.**

Breakfast is served in the main restaurant for all guests.

Half Board bookings: High tea is served between 5 - 6pm in the Bistro for all guests under 7. Families with children between the age of 7 and 12 are welcome to dine in the main restaurant from 7pm – 8pm.

Dinner is served from 7pm – 9pm for adult guests and children over the age of 12.

Full Board Bookings: Lunch for all guests is served in the main restaurant. Dinner is as for half board bookings.

A guest kitchen area is available (outside of Bistro opening hours) to guests with young children who wish to store / prepare/ heat baby food / milk, wash bottles etc.

Cots are provided but if you prefer to bring your own travel cot please let us know. Bed guards are available.

Dogs

Dogs are welcome to stay with you in your room if bedding is brought. A nightly charge of £5 per dog applies. Dog food is available free of charge, though if your dog's diet is particular please bring food with you.

Additional booking notes

Your room will be available to you from 3pm. Departure time is by 11am.

Regretfully we cannot always accept one night bookings.

At weekends there is a two night minimum stay.

In mid season there is a three night minimum stay.

In high season bookings are weekly or two weekly, from Friday to Friday.

There are occasions when we are able to offer last minute shorter breaks, outside of peak season.

Full pre payment is required at certain times of year and with group bookings.

Smoking is not allowed on the property in accordance with the law.

It may be necessary to amend prices, facilities or services and the times that they are offered.

We accept payment by debit card, credit card (except Diners and American Express), and cash.

Damage to furnishings and furniture will be charged for.

Group Booking Conditions 2017

Group Booking Notes

A booking of 3 rooms / suites or more will be regarded as a group booking.

Group booking rates and inclusions are at times quoted for individually based on your requirements.

On these occasions some meals and services may be included in the total rate such as breakfast, dinner, room hire, or drinks. We are happy to discuss your requirements for each. For extra guests and special requests, a supplement may be added.

Once your booking is confirmed, any part cancellation, may affect the price of other services previously confirmed.

Please refer to the additional booking notes for further information.

Group Booking and Payment

A non refundable deposit is charged on confirmation. The exact amount will be determined depending on the nature and duration of the proposed booking. A deposit schedule will be drawn up at the time of booking and further payments must follow the schedule provided. Full pre payment is required 12 weeks prior to arrival.

Group Booking Amendments

If you wish to amend your booking dates outside of the cancellation period, we will do our best to help you subject to suitable availability. Some amendments may affect the quoted price, as it would have been calculated based on your original enquiry.

Cancellation of a group booking by you

In the event that you wish to cancel your group booking, you must notify us in writing. Cancellations are effective from the day that they are received by us. Our cancellation policy for a group booking requires three months notice. Cancellation includes shortening or moving booking dates. Bookings cancelled within the cancellation period will be charged for in full less any amount pre-paid and V.A.T.

Cancellation of a group booking by us

We reserve the right to cancel your group booking at anytime in the event of circumstances beyond our reasonable control. In the unlikely event of this happening, we will refund all money received by us in relation to your booking, however we will not be liable for any other loss incurred by you as a result of the cancellation.

Please ensure appropriate travel insurance is arranged at the time of booking.