



KING'S ARMS

Booking – Terms and Conditions

We hope your booking with us is straightforward. Below are our terms and conditions. The most up-to-date version can be found on our website.

Bedrooms

Bookings for bedrooms can be made online through the site's website, or by telephone or in person at The King's Arms.

All bookings are confirmed by e-mail. Persons booking must be 18 or over and confirm they agree to the booking conditions.

Rates are agreed at time of booking.

Credit card guarantees and / or deposits, will be required to confirm bookings.

Final payments will be required before arrival at The King's Arms, or as agreed with us.

Payments

Payments for bookings must be made in full and/or by the agreed date. In the event of a non-payment we will assume you wish to cancel the booking. Relevant cancellation charges will be made at this time. All pre-payments and deposits are non-refundable.

Bedroom Cancellations

Individual bedroom cancellations and amendments are available up to 2 days prior to arrival and must be in writing. The exception being bookings made on an advanced purchase basis as these rates are non-cancellable and non-refundable.

Cancellations after this time or not received in writing, will be charged. Bookings of multiple rooms will be subject to specific agreements.

Cancellation By Us

We will only cancel your bedroom booking in exceptional circumstances and any money paid will be refunded or transferred to a future date if we are unable to find an alternative suitable solution at The King's Arms.

Check In

Check in is from 4pm on the day of arrival. Should you require an early check in please inform us and we will do our best to accommodate (however there may be a small charge for this). You will not be able to check-in after 10.00pm Sunday to Thursday or after 11.00pm on Friday and Saturday.

Check Out

Check out is 10.00am on day of departure. Should you require a later check out please speak to one of the team and we will do our best to accommodate your request (however there may be a small charge for this).

Special Requests

We are committed to making your stay as enjoyable as possible. Please confirm any special requests at time of booking.

Table Bookings

Once you have received your booking confirmation a member of our team will contact you regarding a reservation(s) for dinner for the length of your stay with us. If you are unavailable for this call, we will leave a message or send an email. Please then respond promptly by phone to confirm your reservation either way. Our tables reserved for overnight guests will be released to non-residents if they are not confirmed. We ask that you please arrive on time for your reservation. If you are more than 15 minutes late, we reserve the right to cancel your table.

Breakfast

We look forward to welcoming all our guests for breakfast. Please note, breakfast is available to non-residents subject to availability. Our team will discuss arrangements for breakfast at check-in.

Children

We do not have the space available for additional beds in any of our bedrooms. All our bedrooms are for a maximum of two guests.



KING'S ARMS

All dining reservations with children under 12 should be made to allow departure before 8pm.

Accessibility

Our bedrooms are on the first floor and as such are non-accessible. Our Bar and Eating Room are accessible with an accessible toilet available. If you make a booking for the Eating Room please let us know when booking if you have any special requests which we will try to our best accommodate.

Dogs

Please note that no dogs are allowed in our bedrooms or anywhere on the first floor. If you bring a dog with you, we will not be able to honour the booking and no refund will be made.

Dogs are allowed in the bar area and on the patio only. Please note that dogs should always be on the floor. Owners may be asked to remove their dogs from the bar if their behaviour is affecting other customers.

Behaviour

Guests are asked to respect the privacy and comfort of other guests and the property generally. If behaviour affects other customers we may have to ask people to leave the building. Any damage will be charged to the booker.

No candles or open flames are allowed in the bedrooms. Guests may take food and drinks purchased downstairs at the Kings to their bedrooms. We can not sell food or drinks direct to the bedrooms.

Storage

Due to the location of the King's Arms we are unable to store extra luggage and / or large items such as bikes.

Car Parking

There is no parking available adjacent the pub. We have a small number of parking permits for the

local car park. Should you wish to use a permit a deposit will be taken which will be refunded when you return it at the end of your stay.

Noise

We have invested in acoustic flooring, glazing and soundproofing to try and minimize noise transfer between floors and rooms, however as a busy pub in a listed building, periodically with live entertainment, there will be some noise from the pub until closing.

No Smoking

We have a strict no smoking/vaping policy. Guests wishing to smoke/vape are requested to do so outside, away from doorways and dispose of cigarette butts appropriately. Please note that guests not complying with this will be asked to leave the Kings immediately and no refunds will be given. Guests will also be liable for a deep cleaning charge and loss of business fee.

Lost property

We regret that we cannot accept responsibility for any lost property left behind at the end of your stay. Whilst we will make every reasonable effort to return lost property this will only be done on receipt of a payment to cover the cost of packaging and registered post.

Wi-Fi and Internet Access

By using our Wi-Fi or Internet PC Service you automatically agree to our terms and conditions of use. If you do not agree to all of the terms set out, please do not use the service.

We would like to ensure that guests have a reliable and good internet service whilst staying at the Kings.

We monitor the performance of our network and the use of it by our guests. If we notice that a guest is using it more than what is expected from reasonable normal use and where such excessive



KING'S ARMS

use is affecting other guests, particularly during busy times, we may restrict usage. If you do not use file sharing software or download large files from the internet then you should not be affected by our fair use policy. However, if it becomes clear that heavy downloading, peer-to-peer networking, or excessive streaming (i.e. more than simply streaming programme content from websites such as BBC iPlayer, 4 On Demand, or itv.com) is taking place then we may contact you to ask you to reduce your use to allow our other customers to share the system fairly. If you continue to do so, or if you persistently exceed normal use to the extent that it affects our network and other user's enjoyment of the service, then we reserve the right to restrict or deny you access to the network.

We will use our reasonable endeavours to ensure that you are provided with, uninterrupted service 24 hours a day. We will not be liable however, for any reason if the service is not available at any time for any period, nor for any loss of data or damage to the equipment you suffer as a result of using our service. We may suspend access at any time and for any reason, including routine or emergency maintenance of the service. For this reason, we strongly recommend that you regularly save any work you are doing whilst using the service.

The service we provide is intended to be used for general purposes, including accessing the internet, email, messaging services and chat rooms. You undertake to us that you will use the services responsibly and that you will behave in a lawful, honest and proper manner when accessing the services. Without prejudice to any other provision of this agreement, we may terminate your use of the service at any time without notice if we become aware of any behaviour that has a negative effect on our equipment or network or the use by other customers of our equipment or network or the

internet in general, or which damages, or has the potential to damage, our reputation.

Without prejudice to the generality of the paragraph above, you may not: use the service for any illegal purpose (including but not limited to breaching any intellectual property or computer misuse legislation and downloading or uploading any illegal material); send any unsolicited commercial email (or "spam") or any activity relating to it; carry out any "hacking" activities such as attempting to access systems without authorization or carry out denial of service attacks.