



# THE BILDESTON CROWN

## Terms of Sale

Please read through the terms and conditions that apply to the accommodation, pre-bookable packages and promotions. You will be asked to accept these terms and conditions and confirm that you have read and understood them before you complete your booking.

### 1. Room Prices

- Room prices are per room, per night inclusive of breakfast and are inclusive of VAT.
- All other items, meals and drinks must be paid for prior to check-out.
- The Bildeston Crown reserves the right to review its prices at any time. You will pay the price as quoted at the point of booking.

### 2. Payment

- We require credit card details for all room bookings to secure the room.
- Accepted credits cards are Visa, Mastercard and Amex. Unfortunately, we will not be accepting Diners International. All Guests are required to provide the card used when making the booking and identification upon check-in.

### 3. Bookings

- Credit or debit cards which are unable to be charged will result in the reservation being null and void.
- If a booking is not cancelled and the guest(s) does not arrive this is deemed as a No Show. The total cost for the accommodation would still be applicable.
- In the event of an early departure guests will be charged for the total price of the reservation.
- Amendments or transfers are not permitted.
- Guests who arrive at The Bildeston Crown without a reservation are deemed as Walk Ins. The full payment for your stay is due on arrival.

### 4. Cancellations (standard bookings)

- If you cancel within 48 hours of the expected arrival date this will result in a 50% cancellation fee of your full stay which will be debited to the card details provided. Failure to attend will result in 100% of your stay amount being charged to your card.

### 5. Arrivals and Departures

- Check In time is from 15:00 until 11:00 on the day of arrival.
- Check Out time is up until 11:00 on the day of Departure.

### 6. Breakfast

- Breakfast is served in the restaurant between 07:00 and 10:00 weekdays and between 08:00 and 10:00 on Bank Holidays.

### 7. Non-Smoking Policy

- All of our Rooms operate a 100% no smoking policy throughout. Smoking in a bedroom or anywhere else inside the premises will result in a £250.00 fine.