Accommodation Payment

All the prices shown are applicable at the time of booking and are not valid in conjunction with any other offer.

If you book a room on general rate the full price is payable on check in.

If you book an Advance Purchase, Non-cancellable, Special Offer or a Promotional Room Rate the full payment will be taken at the time of booking. All payments are non-refundable and nontransferable. If the payment cannot be claimed when the booking is placed, the hotel reserves the right to cancel the booking.

Any extras incurred during your stay, this must be settled in full before departure by cash, MasterCard, Visa.

Bookings are taken at the discretion of the Hotel and are subject to availability. Prices may be restricted or may not apply at certain times.

VAT is included in the displayed rate, unless otherwise stated.

A booking deposit will be required to secure your booking. This will be stipulated at the time of booking.

All payments are non-refundable and non-transferable.

Advanced Purchase & Offers

Advance Purchase, Non-cancellable, Special Offer or a Promotional Rates must be paid in advance. This payment is non-refundable and non-transferable. New bookings only. Subject to availability. Cannot be used in conjunction. Wedding discount not applicable.

Additional Charges & Information

As there is a 'No Smoking Policy' throughout the hotel, if you have found to have been smoking in your room, there will be a £100 charge automatically added to your bill. Any damages to the room and the hotels fixtures, fitting and furnishings will be the responsibility of the Customer and will be charged accordingly.

Minimum £100 deep cleaning charge.

Replacing any items that are removed from the premises by them without consent.

Rectifying damage, caused by the deliberate, negligent, or reckless act of the guest to the hotel's property or structure.

Please note that confetti cannons and/or balloons are not permitted anywhere in the venue including function spaces and accommodation areas. If this policy is breached additional charges will be incurred.

Should this damage come to light after the guest has departed, we reserve the right to make a charge to the guest's credit / debit card or send an invoice for the amount to the registered address.

Check in/out.

Check in time to the hotel bedrooms is from 3pm-9pm and check out time is by 11am. **Cancellation policy**

Accommodation Reservations (excluding Advance Purchase, Non-cancellable, Special Offer, Promotional Room Rate) can be cancelled up to 9 a.m. (9.00 hrs) 72hrs prior to your arrival date, with only the loss of the deposit. If you cancel after this time, your credit/debit card will be charged for the total price of the reservation. If you do not arrive and have not cancelled (No Show), your credit/debit card will be charged the total price of the reservation.

For Advance Purchase, Non-cancellable, Special Offer and Promotional Room Rate payment in full is taken on booking. This is non-refundable and non-transferable. If the payment cannot be claimed when the booking is placed, the hotel reserves the right to cancel the booking.

If any payment cannot be claimed in the time frame stipulated above the hotel reserves the right to cancel the booking.

If the booking cannot go ahead as a result of a change in government guidelines, we will convert the monies to an Black Pepper Inns Limited monetary voucher. **Deposits**

All deposits including bedroom, function, and Christmas, are strictly non-refundable and nontransferable.

Cots and Extra Beds

Baby cots, extra beds and bedding are available but pre-booking is required. **Pets**

Well behaved dogs are welcome in our premises and can stay in the hotel for an additional charge. This must be disclosed when booking the room as not all our rooms are dog friendly. Max of 2 dogs per room, charges are per dog.

Car parking

The Percy Arms has their own car park, free of charge. However, cars are left at the owner's/customer's own risk. Black Pepper Inns Limited does not accept responsibility for loss or damage. Parking is on a first come first served basis.

Dietary Requirements

Any dietary requirements must be made clear to venue 14 days prior to arrival.

Internet Access

Internet facilities are provided by third party providers. The Customer acknowledges that there may be disruption to the connection without prior notice and Black Pepper Inns Limited shall not be liable whatsoever for such disruption. The Customer further undertakes not to use the facility for any fraudulent purpose or in connection with any criminal offence and in contravention of any license and will indemnify Black Pepper Inns Limited Ltd against any claim, demand, suit, proceeding, or prosecution arising therefrom.

Website information

Black Pepper Inns Limited cannot accept responsibility for any errors or omissions and reserve the right to cancel, amend or vary the arrangements featured in the site without notice.

Lost property

Black Pepper Inns Limited accepts no responsibility for any items left at the venue.

Call recording

Calls are recorded for training and monitoring purposes.

Further Booking guidelines

Bookings can only be accepted with the payment's terms detailed in the booking.

For booking where payment in full is required on booking - bookings can only be accepted with payment in full on bookings and this is a non-refundable and non-transferable payment.

For bookings where a deposit is required on booking - booking can only be accepted with a nonrefundable and non-transferable deposit and the remaining balance payable by the date shown in the booking information. It is the responsibility of the lead name of the party booking to pay all deposits, further payments, and any alterations to the booking. Any remaining balance not paid by date shown in the booking information will result in your booking being automatically cancelled.

The hotel reserves the right to change the advertised artists without prior notice in the unfortunate circumstances of force majeure, ill health, or forces beyond our control.

The hotel does not allow alcohol to be brought onto the premises and reserve the right to confiscate.

Guests under 18 years old may be restricted at some events, please check at the time of booking.

Management reserve the right to refuse entry to the hotel and to charge the company, organiser or individual for any damages caused by unreasonable behaviour.

All monies paid in advance are strictly non-refundable and non-transferable on all bookings.

If due to unsafe weather conditions an event cannot go ahead, and alternative date will be offered. No refund or credit vouchers will be given.

Noise & Conduct

This is a gentle reminder that only alcohol purchased on the premises can be consumed in the licenced areas of premises, including bars, restaurant, or events spaces. Any guests in breach of this will have any items confiscated, be removed from the venue and the event organiser will be fined.

We ask you to respect other guests and please keep noise in and around the bedrooms to an absolute minimum after 12am. We will politely ask you to turn any noise down immediately and without question if we feel you are disturbing other guests. If we must ask you on more than one occasion you may be asked to leave the hotel. Where this is the case, the hotel will have no obligation to refund you for the lost accommodation, other services or any other loss or expense incurred.

Please note for all bookings the maximum occupancy for which the booking has been made are permitted in the room/house. Guests found in breach of this will be charged an additional occupant fee.

Events beyond our control

We shall have no liability to you for any failure to deliver goods you have ordered or any delay in doing so or for any damage or defect to goods delivered that is caused by any event or circumstance beyond our reasonable control including, without limitation, strikes, lockouts and other industrial disputes, breakdown of systems or network access, flood, fire, explosion or accident. **Invalidity**

If any part of these terms and conditions is unenforceable (including any provision in which we exclude our liability to you) the enforceability of any other part of these conditions will not be affected.

Privacy

You acknowledge and agree to be bound by the terms of our privacy policy.

Third party rights

A person who is not a party to this contract has no right under the UK Contracts (Rights of Third Parties) Act 1999 to enforce any term of this contract, but this does not affect any right or remedy of a third party that exists or is available apart from that Act.

Entire agreement

These terms and conditions together with our terms of use and privacy policy, your order and our acceptance set out the whole of our agreement relating to the supply of the goods to you by us. Nothing said by any salesperson on our behalf should be understood as a variation of these terms and conditions or as an authorised representation about the nature or quality of any goods offered for sale by us. Except for fraud or fraudulent misrepresentation, we shall have no liability for any such representation being untrue or misleading.

Governing law

The contract between us shall be governed by and interpreted in accordance with English law and the English courts shall have exclusive jurisdiction to resolve any disputes between us.

Changes to service

Please note Black Pepper Inns Limited may change these terms at any time by posting changes online.

Please review these terms regularly to ensure you are aware of any changes made.

Black Pepper Inns Limited retains the right to terminate or change the service for any reason at any time without notice.

Black Pepper Inns Limited retains the right to modify the legal terms and fee policy at any time without notice.

Black Pepper Inns Limited retains the right to refuse service to anyone at any time and to terminate accounts if in breach of the legal terms.