

THE GODOLPHIN

RESTAURANT
& ROOMS

Payments and Policies

Your room will be ready from 3 PM on the day of arrival. Should you arrive early you are more than welcome to leave your luggage with us, and we will do our best to get your room ready as soon as possible. On your day of departure, check out is at 11 AM. Late checkout is available at 12PM and incurs a charge of £25, which will be added to your bill.

Standard Reservations:

- Credit card details will be taken at the time of booking and full prepayment will be taken 7 days prior to arrival from the given card.
- For bookings that fall into the 7-day window full payment will be taken at the time of reservation.
- For 4 nights or more please contact our reservations team on info@thegodolphin.com or call **01736 888510**
- All room prices are based on 2 adults sharing and includes breakfast.

Note: Any bookings for 4 nights or more require a non-refundable deposit of 25%

Special Offers & Advance Purchase

- Full payment will be required to confirm your booking.
- Advance purchase rates and special offers are subject to availability and only 1 offer can be applied to each stay.
- Your room rate will be confirmed at the time of booking; we regret that we cannot change the rate or terms of your stay once a booking has been confirmed.
- All room prices are based on 2 adults sharing and includes breakfast.

Cancellations

For standard reservations, if you let us know in writing 8 days or more before check-in there will be no charge. If you wish to cancel your booking we must receive notice in writing to our email address info@thegodolphin.com

7 days before check-in we will take a non-refundable payment from your card for the outstanding balance of your reservation.

For Special Offers and Advance Purchase Rates, no refunds will be given.

We strongly recommend that you take out private travel insurance for your holiday to protect you from unforeseen circumstances that may result in cancellation charges.

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Travelling with Children

We ask all our guests to notify us at the time of booking if they require an extra bed so we can advise if we have a suitable room available.

Additional charges are as follows:

- 3-12 years £25 per night - includes breakfast
- Children over 12 years of age must be accommodated in their own bed. Our z-beds are not suitable for children over 12 years of age.
- Cots – whilst we don't supply cots please let us know if you would like to bring your own and we will advise if we have a room big enough.

Dogs

Not all our rooms are dog-friendly, so if you're planning to bring your dog with you, please let us know at the time of booking.

- There is an additional cost of £15 per dog per night. Maximum 2 dogs per room.
- We ask that they are always kept on a lead in public areas.
- When in your room dogs must not be allowed on the furniture including the bed.
- We remind all owners that they are liable for any damage or complaints that arise as a result of your dog.
- We reserve the right to ask any dog to be removed from the property at any time.
- Well behaved dogs are welcome in selected areas of the restaurant. Please let the team know if your dog will be joining you so we can allocate a dog-friendly table.

Smoking

Smoking is strictly forbidden in all guest bedrooms. A penalty of £150 will be charged in the case of smoking. Guests are reminded that The Godolphin is a non-smoking property.

Damages, Losses & Complaints

We remind guests that they will be liable for any loss, damage or complaints that may be caused at The Godolphin as a result of your party. This includes any amenities in the room that are not complimentary.

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Eating with us

For guests staying on a Dinner, Bed and Breakfast basis your allocated allowance is for use towards food in our restaurant.

- There are no refunds or discounts for meals not taken by guests.
- A table will be reserved in the restaurant at the time of booking, but it is advised to specify a preferred time for your meal, to avoid disappointment as the restaurant can get busy.

Note: If you have made a reservation on our Bed and Breakfast Rate, we strongly advise you to book a table if you wish to dine with us to avoid disappointment. Please contact our reception team or book online.