

Terms & Conditions

All information is correct at time of printing and is subject to change without notice. These terms and conditions are supplemental to any detailed terms and conditions supplied to you on booking and the general terms and conditions for the time being in force which are displayed on our website.

Check In / Out Timings:

Check in from 2pm. Check out by 11am. Early check in and late check out available upon request and subject to availability. Certain charges may be applied.

Car Parking:

We have a large car park to the rear of the hotel off London Road, which is free of charge for residents and patrons of the hotel.

Property:

Haycock Manor Hotel does not take responsibility for any items left on our premises.

Please note that our hotel invariably holds functions on weekends as well as midweek.

Haycock Manor Hotel reserves the right to book or hold events on the hotel grounds which may include but is not limited to hiring a marquee.

Dietary & Allergens:

Please advise our team of any special dietary requirements or allergies for you or any guest within your party in advance.

Prévoist:

All bookings are required to pay a £10 per person deposit against their booking. This payment is required within 24 hours of the booking being made. If the deposit is not paid the booking is released. This can be transferred to another booking if the cancellation is made 48 hours prior to the booking date.

All bookings that are cancelled within 48 hours or 'no show' for the booking will be subject to a £100 per person charge.

Haycock Kitchen & Afternoon Tea:

All reservations must enter valid card details to confirm the booking. This must be done within 24 hours of the initial reservation via the link provided in an email. If the guests 'no show' for their reservation the Haycock Manor Hotel reserve the right to debit the given card details £10 per booked cover.

Dogs:

Your furry friends who weigh less than ...kg (with the exception of guide and assist dogs) are welcome in our garden classic rooms and in certain public areas within the hotel. An additional cleaning charge of £30 per night will be applied to ensure that future guests suffering from allergies are not inconvenienced.

Dogs must not be left unattended at any stage and are not allowed on in-room furnishings.

It is important to respect other hotel guests. Should we receive a complaint from another guest, your pet will not be allowed to stay on the property.

Your dog must be kept on a leash within the hotel and on hotel grounds throughout the duration of your stay. You must pick up after your pet.

Smoking:

Haycock Manor Hotel is a non-smoking hotel throughout. If we have reason to suspect that you have smoked in your bedroom, then a minimum charge of £150 will be applied to cover the cost of deep cleaning.

This includes the smoking of e-cigarettes or vaping devices.

Damage:

Should you cause damage to the décor or spoil the room or any public area in any way that is deemed 'not accidental' the hotel reserves the right to charge a minimum of £500 in order to cover the cost of cleaning, repairs and disruption in re-selling the room.

Should this damage come to light after you have departed, we reserve the right to make a charge to your credit/debit card or send an invoice for the amount to the registered address on the room booking.

Removal of Hotel Property:

We reserve the right to charge you the full replacement cost of items that are removed from the premises without our consent. This charge will be the full cost to us to replace the missing item/s including any carriage charges.

Threatening, Insulting or Abusive Behaviour:

The hotel has a zero-tolerance policy in relation to verbally or physical abuse or threatening behaviour towards any of our guests or members of staff by any persons visiting the hotel. The hotel's management retain the right to consider each incident on an individual basis and to request any visitor to leave the premises at any time and to call for assistance from appropriate authorities.

Third Party:

The hotel accepts limited liability for all reservations made through any website or agent not directly managed by the hotel. Guests are reminded that their contract of stay is with the third party provider and any issues resulting from reservation error must be addressed directly with the booking agent. The hotel always advises its guests to book directly to enjoy the best rates and customer service.

Corkage:

No food or drink which has been purchased externally to the business is to be consumed in any of the hotel's public areas or grounds.

Status

All group and event bookings are accepted subject to a satisfactory credit check. We reserve the right to verify your credit status at any time. We reserve the right to cancel your booking and (if appropriate) return any deposit to you if we feel (in our absolute discretion) that your credit status is in any way unsatisfactory.

Activities & Facilities:

We reserve the right to alter or withdraw amenities, facilities, or any activities without prior notice where reasonably necessary due to repairs, maintenance, weather conditions or circumstances beyond our control.

Complaints:

If you are dissatisfied with any aspect of your stay, you should bring the issue to the attention of the duty manager or senior member of staff at the hotel as soon as possible so that all reasonable efforts can be made to rectify the situation. For any reason if this issue cannot be resolved to your satisfaction, you should send your complaint in writing to hello@haycock.co.uk