



### ***Terms & conditions for booking accommodation at the Rooms @The Kings Head Whiteparish***

These are the terms and conditions on which we agree to supply our services to you. Reference to 'you' and 'your' means everyone who is named on the booking and includes individuals added or substituted after the original booking has been made, and, any other person who joins you during your stay.

Please read these terms and conditions carefully before making a booking with us. These terms and conditions tell you how the booking process will work, how you, or we, may alter or cancel the booking, how to contact us, and other important information regarding your stay.

By making a booking with us, you will be deemed to have accepted these terms and conditions.

***In These Terms and Conditions the following definitions apply:***

#### ***1. Definitions***

***“Company” or “we” means Step Sourcing Limited trading as The Kings Head (company no 8334856).***

***“Booking” means the booking for the supply of accommodation and/or any other services or items made with us.***

***“Contract” means the Booking and these Terms, and any other terms and conditions stated to apply to the Booking.***

***“The Kings Head” means the premises for which your Booking is made.***

***“Terms” means these terms and conditions.***

***“Websites” means [www.thekingshead.co.uk](http://www.thekingshead.co.uk) or any other website owned or operated by us from time to time.***

***“VAT” means value added tax.***

#### ***2. Bookings, prices and payments***

***Unless otherwise state, all Bookings made for the Rooms @The Kings Head are subject to these Terms and conditions .***

You must be at least 18 years old to make a booking.

The prices displayed on the Websites are the price for the specified Room per night, are in pounds sterling and include breakfast and VAT (at the prevailing rate). Any additional meals, drinks or extras are included only if specified. Price lists for additional items, such as meals, drinks or extras are on display within The Kings Head and are also available on request.



Discounted room rates and special offers are subject to availability. 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.

Once a Room is selected on the Websites, the total for your requested stay will be displayed on the booking summary. We will not change the price of your booking, except for correction of errors, once your booking is confirmed.

All bookings are provisional until it is confirmed by us. Our acceptance of your booking will take place when confirmation of your booking is sent to the email address provided to us at the time of booking.

At the time of booking you will be required to provide your credit/debit card details, in doing so you authorise the use of this card for any sums that become owing to us. No charge will ordinarily be made at the time of booking other than under special circumstances where exceptions may occur.

Exceptions to this may include special room rates, group reservations, bookings at peak times of the year or the supply of certain services, in which case we may require either full payment in advance at the time of booking or a deposit to secure your reservation. Any such amounts are non-refundable unless your booking is cancelled by us, and you will be notified in advance if such payment is required.

During your stay we will calculate the incidental expenses charged to your room(s) on a daily basis. If the cost of these incidentals exceeds the authorisation taken on check-in, further authorisation will automatically be requested and if such authorisation is not available, we may request another method of settlement or a deposit (in an amount to be determined by us) to be provided. If no other method of settlement or deposit can be provided, we reserve the right to restrict access to your room until any such amount has been settled or deposit provided.

All outstanding charges or any excess above the amount authorised on check-in must be paid for in full on checkout. If the amount authorised on check-in exceeds any outstanding charges, at the time of checkout we will instruct the excess to be released to you. We cannot, however, control how long it takes for your bank to affect such release.

We accept the following methods of payment: credit cards: MasterCard and Visa; debit cards – MasterCard and Visa. We do not accept American Express or Diners Club.

### **3. Inclusive Dinner, Bed & Breakfast Terms**

Guests staying on a dinner, bed and breakfast basis will be dining in the Kings Head Bar & Grill.

Should you wish to upgrade to dinner at the “Betony by Matt Tomkinson” Restaurant please call our team on 01794 884004 to request a table, at which time we will advise you of the additional cost of such upgrade.

Should you wish to upgrade to dinner at Betony, you agree that any additional charges will be added to your final bill.

We regret that we cannot offer discounts or refunds for meals not taken on any inclusive offer.

#### **4. Check-in/ Check-out Requirements**

Unless otherwise stated on the booking confirmation, Guests may check-in at any time from 3.00 pm until 8pm on the scheduled day of arrival.

All rooms that have been secured by credit/debit card or prepaid at the time of booking will be held until 8pm on the scheduled day of arrival unless otherwise agreed directly with The Kings Head.

Any non-secured reservation will be held until 7 days prior to the day of arrival at which time we will be entitled to re-let the room, unless the guest has paid in full.

On the day of departure, we kindly ask all guests to vacate their rooms by 10.30am. Late check-out after this time can be requested, subject to availability, and will be charged at an hourly rate at the discretion of The Kings Head.

Rooms are subject to maximum occupancy rules set by the The Kings Head. If you would like further details please contact the The Kings Head.

In the interest of security and, to prevent fraud we may be required to check your identity.

#### **5. Occupancy**

The maximum room occupancy is two (2) adults. Our larger, luxury rooms (where available) can accommodate two adults and up to a maximum of two (2) children (under 16 years old). You must not exceed the maximum occupancy for the room allocated to you. We reserve the right to conduct checks on occupancy. Occupancy is not transferable.

Larger luxury rooms are subject to availability, and cannot be guaranteed unless confirmed by us at the time of booking .

#### **6. Cancellation Policy and No Shows**

If you need to amend your booking, please contact us by telephone on 01794 884004 or by email to [gm@thekingshead.co.uk](mailto:gm@thekingshead.co.uk). Amendments are subject to availability, however, any amendment beyond the cancellation date applicable to your booking may be subject to cancellation charges.

Cancellations will only be accepted in writing, and, as stated above may be subject to cancellation charge. All deposits are non-refundable.

Refunds cannot be made for rooms that are not occupied for the full period that has been booked.

*Bookings made for one or two rooms can be cancelled without charge at any time up to two (2) days (48 hours) before your check in date.*

*No shows and cancellation within two (2) days will incur a cancellation charge equal to the total cost of the room(s) for the first night of your stay.*

*Bookings of 3 – 4 rooms can be cancelled without charge at any time up to fourteen (14) days before your check in date.*

*No shows and cancellations within fourteen (14) days will incur a cancellation charge equal to the full cost of the booking for all rooms.*



*Bookings of between 5-8 rooms can be cancelled without charge at any time up to thirty (30) days before your check in date.*

*No shows and cancellations within thirty (30) days will incur a cancellation charge equal to the full cost of the booking for all rooms.*

We recommend that you purchase cancellation insurance from a reputable service provider as we do not provide cancellation insurance ourselves.

Bookings made through any 3<sup>rd</sup> party may not be capable of being amended, and may be subject to cancellation charges, as stated in the 3<sup>rd</sup> party booking terms and conditions.

Very occasionally we may need to cancel your Booking. In such circumstances we will use reasonable endeavours to try and re-locate you to an alternative location similar in standard to The Kings Head.

If, due to such circumstances beyond our control, we are forced to cancel your stay, we will refund your deposit in full and make every effort to find you alternative accommodation. However, we cannot be held responsible for any costs incurred by you as a result.

If, due to circumstances beyond our control, we are forced to cut short your stay, we will reimburse you in full for nights not taken and make every effort to find you alternative accommodation. We cannot be held responsible for any further costs incurred by you as a result.

## **7. Damage, specialist cleaning and missing items**

We reserve the right and you hereby authorise us to charge your credit or debit card for any damage incurred to the premises or to the contents, fixtures or fittings of the Rooms @The Kings Head as a result of your stay (including without limitation specialist cleaning) or for any items that are missing following your departure.

## **8. Accessibility**

Please contact The Kings Head on 01794 884004 or [gm@thekingshea.co.uk](mailto:gm@thekingshea.co.uk) to discuss specific individual requirements and the availability of appropriate accommodation, and we will do our best to accommodate your needs.

## **9. Car parking**

Free parking is provided for one car per room. Registration details will be taken at check in. Cars and their contents are left at the owner's/customer's own risk.

We do not accept responsibility for loss or damage however caused (save as may not be excluded or restricted by applicable law).

## **10. Events**

On occasion, The Kings Head Whiteparish hosts events that may result in some public areas being temporarily unavailable.

In such circumstances we will always make every effort to provide alternative facilities. We cannot offer refunds in the event of any facilities or services being temporarily withdrawn.

## 11. Special requests

The Kings Head will try to accommodate special requests, however, all rooms are subject to availability.

## 12. Guest Behaviour

Guests are requested to conduct themselves appropriately at all times and to comply with Company procedures and/or requests with regard to conduct and respect for the property of The Kings Head, its' employees and guests and their health and safety. Guests are requested not to disrupt the comfort and enjoyment of other guests, the smooth running of The Kings Head, or cause offence to other guests or our members of staff. We reserve the right to refuse accommodation or services and remove you and members of your party from the Kings Head if, in our reasonable opinion, we consider this provision to have been breached. Where this is the case, we shall have no obligation to refund you for lost accommodation, other services or any other loss or expense incurred.

You must not:

- smoke in any Rooms;
- bring any potentially dangerous or hazardous materials or equipment onto The Kings Head premises;
- use any electrical appliances that may set off the fire alarm system, such as toasters, mini cookers or portable grills;
- tamper with any fire alarms or emergency equipment;
- utilise The Kings Head rooms to store items (personal or otherwise) which could in the sole opinion of The Kings Head cause damage to the room, or be a risk to the health and safety of staff or property;
- prevent management, housekeeping and/or maintenance staff from access to your room(s) as and when required by The Kings Head;
- remove, damage or destroy The Kings Head property;
- use any of the technology provided by The Kings Head to download or access any unlawful or obscene material; or cause unreasonable disturbance to our other guests or any staff.

If you or your group cause damage to The Kings Head, other guests or their property, or otherwise breach any of these terms and conditions, The Kings Head reserves the right to:

- cancel your reservation with immediate effect and (if appropriate) eject you from the premises;
- restrict access to The Kings Head;
- remove your items from the room or The Kings Head, disposing of such items (at no cost and no liability) to a local charity to the extent such items are not collected from us within 7 days of removal;
- retain all sums paid by you and/or charge you the full amount of your reservation; and/or
- refuse future reservations from you.

The Kings Head will not be liable for any refund or compensation in such circumstances.

The Kings Head reserves the right to decline or cancel reservations made and stays in progress by those who have previously breached these terms and conditions (as may be updated from time to time), whether the reservation is in that name or not.

We reserve the right to change your room allocation at any point during your stay for any reason.



### **13. No Smoking**

Guests are not permitted to smoke in rooms, bedroom, patio (where applicable) or any public areas. This includes the smoking of e-cigarettes.

### **14. Children**

Children under 16 are not permitted to stay at The Kings Head unless a parent or guardian is also staying at The Kings Head. All children (a person under 16 years of age) staying at the Kings Head must be accompanied by an adult and must be supervised by an adult at all times.

Cots and extra beds are available. However, these are limited and subject to availability. Additional charges may apply. Please check at the time of booking.

### **15. Pets**

Guide dogs *and medical aware dogs* are accepted with prior arrangement at the Company's discretion, but otherwise no pets are allowed at the Rooms @The Kings Head or in Betony by Matt Tomkinson at any time.

Dogs are welcome in the Bar & Orangery of the Kings Head *if they are well behaved and on a lead.*

### **16. Force Majeure**

The Company accepts no liability and will not pay any compensation where the performance of its obligations is prevented or affected directly or indirectly by or as a result of force majeure or any circumstances beyond its reasonable control including, but not limited to, flood, earthquake, extreme adverse weather conditions, natural disasters, other acts of God, acts of terrorism, fire or failure of electric power, gas, water, or other utility service, plant machinery, computers, vehicles or any collapse of building structures.

### **17. General**

#### **Your information**

In line with GDPR we will process your data securely.

Full details about how we use your data are set out in our [Privacy Notice](#).

By providing information about you and your booking group (as outlined in the Privacy Notice) when making a reservation, you consent (on your behalf and on behalf of each member of your group) to such processing and you warrant that all information provided by you is accurate.

#### **The contract**

This contract is formed when we confirm your reservation is between you and us. No other person shall have any rights to enforce any of its terms, whether under the Contracts (Rights of Third Parties Act) 1999 or otherwise.

#### **Your rights**

If you are a non-business customer you have certain rights under consumer protection legislation. Nothing in these terms and conditions is intended to affect those rights.



### **Our liability**

We do not accept liability for failure to meet any of our obligations where such failure is due to events beyond our reasonable control.

If we breach these terms and conditions for reasons within our control we shall only be liable for losses that are direct losses and a reasonably foreseeable consequence of such breach.

Save as prohibited by applicable law, we shall not be liable whether in contract, tort (including negligence) or for breach of statutory duty, or in any other way, for any indirect or consequential losses including:

- loss of income, sales or revenue;
- loss of business;
- business interruption;
- loss of profits or contracts;
- loss of anticipated savings;
- loss of data;
- loss of reputation and/or goodwill; or
- wasted management or office time.

### **18. Limitation of Liability**

The Company will not be responsible for the loss or damage of any property left in The Kings Head other than as required under any applicable law.

The Company will not be liable for any indirect, consequential or pure economic loss or any loss of profit, goodwill or opportunity (whether caused by the negligence of the Company, its employees, contractor or agents or otherwise). The Company's total liability shall not exceed the value of the charges received by it under the Contract.

Nothing contained in the Contract or in any other document referred to or incorporated in it shall be read or construed as excluding any liability for death or personal injury caused by the Company's negligence or liability for fraud or fraudulent misrepresentation.

### **19. Governing Law and Jurisdiction**

The Contract and any non-contractual obligations arising in connection with it are governed by English law. The English courts have exclusive jurisdiction to determine any dispute arising in connection with the Contract, including disputes relating to any non-contractual obligations. Each party irrevocably waives any objection which it may now or later have to proceedings being brought in the English courts (on the grounds that the English courts are not a convenient forum or otherwise).

### **20. Website Information**

While all reasonable efforts have been taken to ensure the accuracy of information on the Websites, the Company does not accept responsibility for errors or omissions and reserve the right to amend, cancel or vary any of the arrangements featured on the Websites without notice. Please note that in certain circumstances, generic photographic images have been used to represent the general style of a particular product or The Kings Head.

The content of the Websites is the copyright of the Company, and may not be copied, reproduced, published, distributed or amended for any other purpose without our prior written



consent. Trademarks used on the Websites are the property of the respective owners. Hyperlinks to third party websites are provided for your convenience. We cannot accept responsibility for the content or use of third party sites. The Websites are operated by the Company.

## **21. Contact us**

If you require further information or have any questions regarding our website or these terms and conditions, then please contact The Kings Head.

## **22. Maintenance & Improvements**

As the The Kings Head Whiteparish is open all year round, you may find that there is necessary maintenance, development or refurbishment work taking place during your visit. We will endeavour to give prior notice of any planned maintenance and will make sure to keep any noise and inconvenience to a minimum.