

BOOKING CONDITIONS FOR OLD THORNS LUXURY APARTMENTS

To make a booking

To book your break please use our website, call our reservations team or speak to our reception desk.

What your booking includes

Your booking includes:

- Use of your apartment for the maximum number of guests we indicate.
- Towels and linen – one set per stay
- use of the health club facilities and pool between your check-in and check-out times.
- Any other amenities or services that are defined in your order confirmation.

What is not included:

- Use of additional facilities/ activities (such as golf course, driving range, spa treatments) These are available to book at an additional cost, subject to availability.
- Telephone charges.
- Housekeeping services – if you would like additional housekeeping services and extra linen and towel packs during your stay then these can be purchased either at the time of booking or by contacting reception during your stay. 2-bedroom apartment linen change and service is £30 per request, 3-bedroom apartment linen change and service is £50 per request.

Important information before you book

Special requirements and disabilities

We welcome all guests and aim to ensure that our services are accessible as reasonably possible. If you or any of the guests in your party have a disability, restricted mobility, medical or particular care requirements then please let us know prior to booking so we can work with you to discuss suitability and any potential adjustments to ensure you have a pleasant stay with us.

Pets

We do have a small number of apartments that are dog friendly. These are available subject to availability. A charge of £20 per night per dog applies. All dog owners must comply with our dog policy. Please respect other guests and keep to the designated dog-friendly areas.

Non-compliance with our dog policy may result in you and/or any member of your party being asked to leave immediately. No refunds or compensation will be given in these circumstances and we reserve the right to refuse future bookings from you or any member of your party.

Brochure and website details

We aim to make sure that the information provided on our website, in our brochures and via 3rd parties booking sites is accurate and up to date. It is provided to show a general idea of the rooms and facilities at Old Thorns, however, room layouts and furnishings may differ slightly and be subject to change so may not be exactly how shown. If you have any particular concerns, please check with us when booking.

Payment

Paying for your apartment

When you are required to pay for your booking will depend on the rate plan you have selected. For non-refundable, non-amendable plans, full payment is required at the time of booking. For Best Available rates you will be required to secure your reservation with a credit card at the time of booking, with full payment being taken on departure.

Pre-authorisation charges

At check-in, a pre-authorisation charge is taken which will include a cleaning charge of £50. The cleaning charge will only be applied should your apartment require additional cleaning on your departure.

Arrival

Check-in

Your apartment will be available from 3pm on the day of arrival. Please go to the main hotel reception to collect your apartment key card.

Parking

Car parking at Old Thorns is free of charge. All cars are left at the owner's risk and we advise removing all valuables. There is a dedicated car park for the apartments to the right of the car park, through the apartments entrance gate. Parking in this area is on a first come first served basis.

During your stay

Behaviour and safety

You are responsible for the behaviour of all members of your party. Behaviour should not be excessive, noisy or disruptive, especially at night. Offensive or illegal behaviour will not be tolerated and may result in the Police being involved. We will not tolerate offensive or aggressive behaviour towards our staff or other guests. We also ask that you follow any safety notices/ guidance that is provided.

Non-compliance with our behaviour and safety policy may result in you and/or any member of your party being asked to leave immediately. No refunds or compensation will be given in these circumstances and we reserve the right to refuse future bookings from you or any member of your party.

Cleanliness and damages

You must use your apartment and its contents with care **and leave it in a clean and tidy condition on your departure**. Failure to do so may result in the pre-authorised £50 cleaning charge being added to your booking.

A full inventory of all items within your apartment is available in the kitchen area of your apartment. Accidents happen from time to time so if something does get broken, let reception know and we can arrange a replacement. Damage or loss of larger items may result in you being charged for the item.

Children's supervision

There must be at least one capable and responsible adult over 18 years in every apartment. You are responsible for all under 18s in your party throughout the duration of your stay.

Facilities

Additional facilities and activities such as spa and golf may be purchased separately if they are not already included in your package.

All facilities and activities are subject to availability and are offered on a first come first served basis.

Security of your apartment

Your personal belongings are your responsibility during your stay with us. When not in the apartment, ensure all doors are locked including patio doors.

Staff access to the apartment

We reserve the right to enter the apartment at any time for the purposes of inspection, maintenance or housekeeping.

Smoking

No smoking, e-cigarettes or naked flames are allowed in any of the properties. A smoking fine of £100 applies.

WiFi

WiFi is provided free of charge in all apartments. We cannot guarantee a consistent service as the service is provided by a third-party Internet supplier. Please note that there are no security or

filtering measures so children should have parental supervision when using the WiFi.

Departure

Check-out

You must vacate your apartment by 11am on the day of departure. Late check-out or additional nights are subject to availability and will require an additional charge. Please return all key cards to reception.

Changes or cancellations to your booking

Changes or cancellations by you

If you need to make changes to your booking or cancel it will depend on the rate you have booked as to whether you can make a change or obtain a refund. Your booking confirmation will state the rate you have purchased.

Pay Save Rates are non-refundable, non-transferable and cannot be amended. Best Available Rates can be cancelled or amended up to 48 hours prior to arrival. If you cancel within 48 hours of arrival or do not show for your booking you will be charged for one night.

Groups, packages and other booking types may have other cancellation policies. Please check at the time of booking.

Cancellations due to weather

In adverse weather conditions, some of our facilities such as our golf course may be closed. If you are on a golf package, then please refer to the golf package terms and conditions. If you purchased a room rate, or room package then the standard cancellation policy applies. Please ensure you have adequate insurance to cover you for disruption to travel plans due to weather conditions.

Changes or cancellations by us

We have the right to refuse or cancel any reservation. Any cancellation made by us, which has been made for reasons other than breaking our behaviour and safety policy, will be entitled to a full refund.

Data and Privacy

The personal information you provide will be used for the purpose of processing your booking including generating your invoice, sending pre-stay welcome information and post-stay feedback. This is processed on the legal basis of Legitimate Interests. You will not be subscribed to any mailing lists and your data will not be used for any purpose, other than related to your booking. If you would like to receive additional information from Old Thorns and our sister properties you can opt-in at the time of booking or at any time on our website. You can find out more about how your data will be used in our privacy policy.

Feedback and complaints

We hope that you have a very pleasant stay with us. However, should there be an issue, please raise this with our staff as soon as possible so that we can provide you with assistance. Whilst in your apartment you can dial reception from your phone. Alternatively, please speak to any member of staff.

Please note that we cannot be held responsible for any matter which you were aware of but did not bring to our attention during your stay. If you feel the matter was not resolved during your stay you can contact Guest Relations in writing either by post: FAO: Guest Relations, Old Thorns, Griggs Green, Liphook, Hampshire, GU30 7PE or email: guestrelations@oldthorns.com.