



1. Reservations

Reservations must be guaranteed at the time of booking, this can be done either with a credit/debit card, Wookey Hole Business Account or cash.

Please note that special package offers which include food, tickets or additional items may have separate terms and conditions that apply. Please contact Wookey Hole Hotel for further information.

Any discounts, offers or promotions need to be stated at the time of booking; once a reservation has been made we will be unable to amend the booking to include these. Wookey Hole Ltd reserves the right to withdraw or change any of its promotions without prior notification.

If we have mistakenly under-priced a package or lodge rate we will not be liable to supply that item to you at the stated price, provided that we notify you within 72 hours of the booking being made. In those circumstances, we will notify the correct price to you so you can decide whether or not you wish to stay with us at that price. If you choose not to continue the booking at the new price stated then you will be able to cancel the reservation free of charge without any penalties. Wookey Hole Ltd will notify you by email, post or phone within the 72 hour period, if however we have no response within that time we will automatically cancel the reservation and send you a cancellation confirmation of the booking.

The Wookey Hole Hotel reserves the right to cancel any reservation under the following conditions:

a) the Lodges (Mendip View) becomes unavailable to book for reasons beyond the company's control, such closure or damage to the property, or booking system errors b) the company becomes insolvent or enters into liquidation or receivership c) to avoid violation of these conditions d) if it may prejudice the reputation, or cause damage to, the Lodge. In any of these circumstances, the Wookey Hole Hotel and Mendip View Lodges will refund any advance payments, but will have no further liability to the client. The hotel / Mendip View Lodges reserves the right to cancel any booking for any reason provided the guest is notified within 24 hours of that reservation being made.

2. Lodge Rates

Lodge Rates are inclusive of VAT (at the current rate), Lodges are priced per Lodge (unless otherwise stated). Maximum of 6 guests per Lodge at any one time.

All Lodges are self-catering, however the Bistro at the Wookey Hole Hotel is open daily for breakfast and evening meals – pre-booking via the Wookey Hole Hotel is advised.

Wookey Hole Ltd reserves the right to review its Lodge prices at any time.

3. Payment

Wookey Hole Hotel accepts payment by cash, credit or debit card (except diners and amex), business cheque and business account.

Customers paying by cash or vouchers are required to provide identification on check-in. Current acceptable forms of ID include – Valid Driving License, ID Card, passport, utility bill or bank statement with address.

From time to time we may have promotional periods where we accept vouchers; no change will be given for vouchers used. Vouchers once used are non-refundable. Vouchers are non transferable and cannot be exchange for their monetary value.

For more information on payment methods please contact Wookey Hole Ltd.

To confirm your booking you must pay the deposit which must be settled via debit or credit card, or by sending us a cheque. We only accept payment in pounds sterling.

Standard Deposit

We require a £50 non-refundable deposit to secure your booking with Mendip View, this is taken at the time of booking.

We must then receive the rest of the money owed no less than 28 days before the start of your stay. However, if you book less than 28 days before the start of your stay, we must receive full payment of the total cost when making the reservation.

If you do not make the final payment in relation to your booking by the appropriate date we are entitled to assume that you want to cancel your booking. In this case, your booking will be cancelled immediately and the provisions of clauses 1a will apply, as appropriate. You may also need to pay additional charges. Please see clause 1a.

If your bank refuses to make your payment for any reason, we are entitled to make an administration charge of £20.

If gift vouchers are used as full or part payment, these will be returned in the event of any refund, not a cash replacement.

4. Cancellations

1a. Full cancellations - If you have to (or want to) cancel your booking, you must phone us on the number shown on your booking confirmation as soon as possible or advise your Travel Agent. The day we receive your notice by phone from you, or your Travel Agent, to cancel is the date on which we will cancel your booking. Our confirmation in writing will confirm receipt of your cancellation. If you cancel, the charges in the information below will be payable by you to us. For the purpose of this table, total cost means the total cost of the accommodation booking, including any extra items. You will still have to pay any insurance premiums, booking fees, credit-card charges, any costs outside of Wookey Hole Ltd, and administration fees for making any changes.

If you have already paid insurance premiums, booking fees, credit-card charges and administration fees, we will not refund these if you cancel.

Cancellation charges

You may cancel your booking at any time but we shall only be liable to refund you the following percentages of the total holiday price (including extras) for self-catering accommodation:

- Cancellation more than 28 days before first day of you booking – 100% refund minus the non-refundable deposit paid.
- Cancellation between 8 and 28 days before first day of booking 50% refund minus the deposit.
- Cancellation 7 days or less before first day of booking 0%.
- Cancellation will be effective on the date it is received by us in writing / confirmed phone call.

Change or cancellation of the Holiday by us: If we are unable to provide the booked holiday and have had to cancel before the holiday is due to start, you are entitled to a full refund of the money you have paid to us.

If you live outside the UK and have booked through a local agent, the term 'total cost' in the above cancellation charges table means the amount paid by your local agent to us after taking off any booking fees, insurance premiums and any administration charge paid to us for making any change. To avoid any doubt, total cost does not include any charges made by your local agent or anyone else for booking fees, flights other travel services or any other amounts not paid to us.

If only one person in your party needs to cancel, this will not normally affect the total cost of your booking unless you cancel any travel arrangements or extra services which are charged on a 'per person' basis. In these instances, we may provide a refund of any per person charges remaining after taking off any cancellation charges made by the service provider concerned. If you need to cancel all or part of your trip, you must return all tickets / extras.

Events beyond our control unless we say otherwise in these booking conditions, unfortunately we will not be legally responsible either jointly or individually for any compensation if we are prevented from carrying out our responsibilities under this contract as a result of events beyond our control. This means an event we could not, even with all due care, expect or avoid, including: • strike, lock-out or labour dispute; • natural disaster; • acts of terrorism, war, riot or civil commotion; • malicious damage; • keeping to any law or governmental order, rule, regulation or direction; • accident; • breakdown of equipment or machinery; • insolvency or bankruptcy of an owner or service provider; • fire, flood, snow or storm; • difficulty or increased cost in getting workers, goods or transport; and • other circumstances affecting the supply of goods or services. We reserve the right not to accept your booking or to cancel it if we are required to do so by any law or government regulation.

5. Arrivals and Departures

Lodges will be available from 4pm on the arrival date. (Please note during busier periods this may be later, however we will do our best to inform you).

Wookey Hole Ltd reserves the right to move / reallocate your reservation to a lodge of similar standard or upgraded lodge type; there will be no additional cost for this. Where possible we will give you notice of this. No refunds will be given unless your original booking states a luxury lodge and you are transferred / downgraded to a standard lodge. You will be refunded the difference in cost.

Lodges must be vacated by 10am on the day of departure; failing to adhere to this will incur charges of one extra night's accommodation.

If you require a late check-out please speak to reception on arrival and we will do our best to accommodate this – additional costs will apply.

6. Hot Tubs

Please see our Hot Tub Guidelines which will be available on check-in. Please note the booker / lead guest for the group will need to take responsibility for signing in agreement and making sure the group / party adhere to the rules and guidelines.

Guests are permitted to use Hot Tubs until 11pm. Guests are asked to not use Hot Tubs until after 9am. Due to the nature of the Hot Tubs, they take a while to warm up.

On the day of departure your Hot Tub will be unavailable for use.

6. Group Bookings / School Visits / Wedding Parties

If you wish to book for exclusive hire of all lodges please contact us directly for more information. Our group bookings department can be contacted on 01749 672243 – hotel@wookey.co.uk.

Wedding parties please call the Hotel Booking Line to book your lodges / rooms with the Hotel directly; please quote the name of the Wedding booking when phoning.

7. Particular requirements/Lodge Information

We have two types of lodges available - superior and luxury. Both lodges accommodate up to 6 guests. This includes one master room with double bed and two twin rooms with single beds.

If guests prefer, twin beds can be made into a double bed.

Travel cots are available to hire, which are charged at a flat rate of £10 while you are staying.

High chairs are available to hire, which are charged at a flat rate of £10 while you are staying.

Any damaged or stolen hire chairs / travel cots will be charged to the guest responsible at current market value.

Wookey Hole Ltd operates a no smoking policy within the Hotel and lodges; smoking in the Hotel/rooms/lodges will result in an automatic fine of £150. You may also be asked to leave the Hotel/lodge.

Wookey Hole Ltd and Mendip View will make every possible effort to accommodate your personal requirements and make your stay as enjoyable as possible; however, all rooms / lodges are subject to availability. We apologise in advance if we cannot meet your particular requests.

Children aged under 3 years are classed as an infant. Children aged between 3-14 years are classed as a child.

8. Hotel Bar

The bar will be open from 10am daily, Friday and Saturday the bar will close at 2am. Sunday to Thursday the bar will close at Midnight. (Subject to seasonal variations – Please contact us for further information). The bar is open to residents, resident's guests and the general public. In quieter times the bar may close earlier, we will do our best to notify guests in advance.

Under 18's must be accompanied by an adult when in the bar/restaurant area.

Wookey Hole Ltd reserves the right to refuse service or ask residents to leave the bar area.

Snacks are on sale from the bar and reception.

9. Breakfast and Restaurant

Breakfast is served in the restaurant between 7.30am – 10.00am daily. (Breakfast times may vary during busier times, please contact the Hotel directly for up to date breakfast times)

If you need an earlier breakfast it may be possible to pre-arrange by speaking with the reception staff at check-in.

Special offers and promotions on package deals including breakfast may have separate terms and conditions. Please contact Wookey Hole about these.

Anyone aged 15 or over will be charged the adult rate for continental/cooked breakfast. Children aged 3 -14 years will be charged the child rate for continental/cooked breakfast.

Evening meals will be available in the restaurant from 6.00pm – 9.00pm.

At busier times the Captain Jacks Restaurant situated within Wookey Hole attractions may be open and used for breakfast / evening meals. Captain Jacks is located near the Hotel / Lodges and takes two minutes to walk to. We will do our best to notify you in advance when the restaurant is in use.

(Subject to seasonal variations – Please contact us for further information).

10. Additional

Please note that with the exception of guide/assistance dogs, Wookey Hole operates a no pets policy.

The DVD library is available to all guests. DVDs within the library can be booked out for a refundable deposit of £10 per DVD. Any DVDs that are lost, not returned or damaged will lose the refundable deposit. We can only accept a cash deposit for this service.

Wookey Hole Hotel and Mendip View operates a zero tolerance policy on noise, and violence towards staff. Residents will be given one warning, after this the police will be called and you may be asked to leave the Wookey Hole Property.

Lodge reservations are non-transferrable and must not, under any circumstance, be sold or otherwise transferred to a third party who is not a member of your group.

Marketing, advertising or offer of sale for any Wookey Hole room / package / lodge is forbidden.

All damages within the Lodge must be paid for. Lodges are thoroughly checked upon check-out and before the next resident checks-in. Lodge check also include an inventory of contents so any items missing or damaged will be charged at market value.

You will be responsible for all damage or breakages caused by you and/or (whichever applies) members of your party to the property or its contents (including the cost of any work needed to put this right). This includes responsibility for paying for this damage. Payment will be sought from you to cover these costs. You may need to check and sign an inventory of the property and its contents on arrival at the property. If you discover that anything is missing or damaged on arrival please

notify reception immediately. Should items / property be missing upon inspection of check-out, this will be charged to you at market value.

Wookey Hole Hotel and Mendip View Luxury Lodges are part of Wookey Hole Ltd.

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