

## **The Boar's Head Inn, Ripley - Standard Conditions of Booking**

### **1. Contact Details.**

The Boar's Head Inn is owned and operated by the Ripley Castle Estate. The contact details for the Inn are as follows: Boar's Head Inn, Ripley, Harrogate, North Yorkshire, HG3 3AY. Tel 01423 771888, fax 01423 771509, email [reservations@boarsheadripley.co.uk](mailto:reservations@boarsheadripley.co.uk).

### **2. Data Protection Act.**

The Ripley Castle Estate and Boar's Head Inn comply with the terms of the Data Protection Act ([www.dataprotection.gov.uk](http://www.dataprotection.gov.uk)) and the data that you provide will be held securely. We do not sell any customer data to third parties.

### **3. Reservations.**

All reservations are confirmed in writing. Unless alternative arrangements have been agreed, we will hold your room until 2359 on the date of arrival. You can guarantee your reservation by giving us your credit / debit card details at the time of booking or by paying for your room in full in advance of your arrival.

We welcome **group bookings** but need to ensure that they are workable within the confines of a small coaching inn. We permit bookings for up to **eight bedrooms** per individual booking: guests wanting more than eight rooms should contact the hotel direct to make the necessary arrangements.

We welcome well behaved **dogs**. The number of rooms suitable for dogs is limited so please advise us on booking if you are intending to bring a dog with you. We make a small additional charge of £10 for dogs sharing a bedroom with their owner(s).

We also welcome **children**. Children under the age of 12 can be accommodated on Z beds in some of the larger bedrooms: there is an additional charge of £20 per Z bed to cover the cost of cleaning, laundry and breakfast. .

The Boar's Head Inn accepts payment by **cash** or by the following **credit or debit cards; Visa, Mastercard, American Express, Maestro or Electron**. **Personal cheques** must receive prior approval. The Boar's Head's own voucher 'Boris Cheques' and Great Inns of Britain gift vouchers are also accepted as payment. Final payment does not have to be made using the same card that was used to guarantee your reservation.

### **4. Cancellations.**

Unless otherwise stated on your confirmation correspondence, **no charge will be made for any cancellation received by 1400 Hrs, two days prior to the date that your booking was due to commence**, and any sums that you have paid for your room at that stage will be refunded in full.

**If you cancel your room reservation after the above deadline you will be charged in full for the first night of your booking. You will also be charged for any subsequent nights that you have booked, if we do not manage to get another booking for your room.** We undertake to do our best to obtain new bookings for any rooms that have been cancelled under these circumstances.

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When you cancel a reservation we will send you a letter or email confirming your cancellation. You should retain this for your records.

**5. Room Rates.**

Room rates are quoted in pounds sterling and are per room per night. The room rate is inclusive of VAT at the current rate. The rate that will pertain to your stay is the rate that is stated on the written confirmation of your booking.

**6. Arrival and Departure.**

Unless otherwise confirmed in writing, your room will be available from 1400Hrs on the date of your arrival, and your room must be vacated by 1030 on the date of departure. Failure to vacate your room on time may incur additional charges, at the management's discretion.

**7. No Smoking Policy**

In accordance with UK law, smoking is not permitted in any part of the Boar's Head premises. Smoking is permitted in the beer garden and on the market square outside the hotel but please place your cigarette butts in the receptacles provided. Any guest found smoking on the premises will be asked to extinguish their cigarette immediately. Failure to comply will result in the guest being asked to leave the premises. Guests who are found to have smoked in their bedrooms will be charged an additional £50 to cover the costs of cleaning and deodorizing the room.

**8. Damages.**

The Ripley Castle Estate will seek reasonable compensation from any guest where loss or damage is found to have been caused to the estate's property by the client or guests of the client. This may include an additional charge for cleaning, repairs, replacement or loss of items from the Boar's Head Inn and may be charged to the guest's card on or after departure (in instances where the loss or damage has not been declared by the guest prior to departure.)

**9. Personal Liability.**

The Ripley Castle Estate makes a huge effort to ensure the safety of all of its guests and visitors. People visiting the Boar's Head Inn do so at their own risk and on the strict understanding that neither the estate nor its employees nor its agents accept any liability for:

- a) Death or personal injury save where the death or personal injury arises from the negligence and / or breach of duty of the estate or its employees, acting in the course of their employment.
- b) Damage to or loss of property incurred on site howsoever caused except in circumstances of negligence and / or breach of duty of the estate or its employees acting in the course of their employment. Clients are strongly advised to ensure that all items of value, and all firearms, are secured in the Boar's Head's safe when not personally supervised by the client. If you are bringing any item worth more than £10k or several items worth a total of more than £50k to the hotel you must contact the hotel in advance so that the appropriate insurance and security arrangements can be made.
- c) In any event the estate will only be liable for loss or damage that is foreseeable.

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#### **10. Bookings via the Internet**

You should be aware that when you order goods and services via the internet as part of this contract, you are entering into a legally binding contract. We provide a secure booking page on the internet for payments via the internet.

#### **11. Applicable Law**

All matters relating to this contract will be dealt with in accordance with the laws and statutes of the United Kingdom.

#### **12. Professional Affiliations.**

The Ripley Castle Estate is authorized and regulated by the Financial Services Authority. We are also a member of the British Hospitality Association, the British Institute of Innkeepers, and the Great Inns of Britain marketing consortium.

#### **13. VAT**

The Ripley Castle Estate is registered for VAT, no 343-4300-92.

#### **14. Countries from which we do not accept orders.**

We do not accept orders from the current regimes of the following countries: Balkans, Belarus, Burma / Myanmar, D.R. Congo, Cuba, Ivory Coast, Federal Republic of Yugoslavia & Serbia, International Criminal Tribunal for the former Yugoslavia, Iran, Iraq, Lebanon, Syria, Liberia, Libya, North Korea (Democratic People's Republic of North Korea), Sudan or Zimbabwe.

#### **15. Complaints.**

If our product or service dissatisfies you in any way, please tell us immediately so that we can rectify it, and you can enjoy the rest of your stay with us. We welcome constructive customer feedback: it helps us to improve the service that we are offering, and we would really like to know immediately if something isn't right. If you don't mention it at the time, the fault may not be spotted or rectified and other guests may experience the same problem – that's the last thing we want!

If you have any cause for complaint, please raise the matter prior to your departure. By doing so you will help us to rectify the problem, and, if deemed appropriate, make the appropriate recompense. We want every guest to leave the Boar's Head satisfied that we have done everything we can to make their stay at the inn enjoyable.

Complaints following your stay can be sent to the Boar's Head Inn, Ripley, Harrogate, North Yorkshire HG3 3AY, or by email to [reservations@boarsheadripley.co.uk](mailto:reservations@boarsheadripley.co.uk). We will acknowledge receipt of your complaint by return and immediately commence an investigation into the matters raised. We will endeavor to respond to your complaint within 48 hours: the only time it may take longer than this would be when the relevant staff are off duty and we cannot contact them at that time. In all instances, we will make every effort to respond as swiftly as we can.

## **Useful Information.**

### **Meal Times:**

**Breakfast** is served in the Brasserie from 0730-0930 on weekdays and from 0800-1000 on weekends and Bank Holidays.

**The Brasserie and Bistro** are both open daily and serve food from 1200-1400 and 1800-2100 Monday to Saturday, and from 1200-2100 on Sundays. Reservations are recommended to avoid disappointment.

### **Licensing Hours.**

Our fully licensed bar is open 1130-1500 and 1800-2300 Monday to Saturday and 1200-2230 on Sundays. During the summer months the Boar's Head will remain open during the afternoon for drinks only. The hotel does not have a 24 hour licence but guests who have booked bedrooms at the hotel may take advantage of our after-hours bar service.

### **Guests with Disabilities.**

We have several ground floor bedrooms and one room which has specifically been adapted to help those guests with some disability.

### **Special Dietary Requirements.**

If you have any special dietary requirements, please let us know and we will make every effort to ensure that you are properly catered for. We will be aiming to ensure that you fully enjoy your stay at the Boar's Head.

### **Dogs.**

We welcome well-behaved dogs. Please let us know when you are booking your room whether your dog will be sharing the room with you. We can then allocate you one of the rooms that is suitable for sharing with a dog. There will be an additional charge of £10 for a dog sharing a room with you. Dog beds and bowls are available at the inn if required.

### **Children.**

We welcome children. Children who are under 12 can share a room with their parents if we place a Z bed in the room: please advise us when booking and we will ensure that you are given one of the larger rooms. An additional charge of £20 per Z bed will be made to cover the cost of laundry and breakfast.

### **Check in / out**

As stated in the above standard terms of booking, your room will be ready for you by 1400Hrs. Check-out time is 1030. If you would like to arrive earlier or leave later, please ask us when you book and we will do everything we can to accommodate you. In some instances there may be an additional discretionary charge for the provision of this service.