



BED AND BREAKFAST BOOKING TERMS AND CONDITIONS

Thank you for choosing to stay at The Fleece Inn. We look forward to welcoming you to the Inn. By making this booking you are entering an agreement with us. Please read our terms and conditions of booking below.

Prices

The price includes accommodation and a full English breakfast for two people. Please advise us in advance if you have any dietary requirements - gluten free and vegetarian alternatives can be arranged.

Pets are usually allowed (small surcharge applies): please check with us when booking.

Confirming a booking

Bookings made online may be subject to differing terms and conditions in force at the time of booking. This is to protect your security in carrying out the booking and providing credit card details over the internet.

Cancellation by the Guest We are a small business, so cancellations can have a big impact on us, especially if we have turned away potential guests in favour of someone who has already booked and who then cancels. We do, however, appreciate that unforeseen circumstances can intervene, and we try to be as sympathetic and helpful as possible in such cases.

In the event of a cancellation up to 24 hours prior to the scheduled date of arrival no charge will be made.

If you cancel your reservation within 24 hours of the scheduled date of arrival a cancellation charge equivalent to the room(s) single night rate will be made.

Guests failing to arrive, without notification, may be responsible to a charge equivalent to the total reservation price.

We take all Bookings in good faith, as we are unable to judge reasons for change, cancellation or non-arrival, guests are reminded that no exceptions to the above conditions will be made and that any booking made with The Fleece Inn for either accommodation or goods, services, meals or drinks that are pre booked (verbal or written) forms a legally binding contract. For this reason we advise that you take out a suitable insurance product to cover against unexpected costs such as cancellation fees. In addition, we may take legal action, through the Courts, to recover any outstanding debts.

Cancellation by Us Should it become necessary for us to cancel a booking we will contact you immediately. Any payments made will be refunded in full. Should you wish to, we will attempt to book you into another local bed and breakfast of the same standard of room(s). We reserve the right to cancel bookings in the event of severe weather conditions.

Arrival and Departure Check in is available from 3pm to 10.30pm (15:00 to 22:30) on the day of arrival. Check-in times outside of those specified must be confirmed with us prior to arrival. Please ensure you contact us to let us know if you will be arriving later than **10.30pm**, and inform us of your new estimated time of arrival. We do not normally accept guests after **11pm**.

We ask that you please vacate your room by 10.30am on the morning of departure.

Breakfast

Full English breakfast is available alongside a selection of cereals and toasts from 8.00 – 9.45am everyday

Please notify us at what time you would like breakfast the night before. Let us know if you require an earlier breakfast and we'll do our best to help.

The Fleece Inn Food service hours are:

12.00pm – 2.30pm and 6.30pm - 9.00pm Monday - Saturday & 12.00pm - 8.30pm Sundays

The Fleece Inn, The Cross, Bretforton, Evesham, Worcestershire. 01386 831173
www.thefleeceinn.co.uk | info@thefleeceinn.co.uk



Please let us know as soon as possible if you would like to reserve a table.

Car Parking Free public parking is available in The Cross, outside The Fleece Inn, we do not offer any onsite parking. You can drive in to the Inn courtyard to unload if you have mobility issues. Taxis: Due to our rural location, it can be difficult/expensive to get taxis to come out to us, especially late at night.

Health & Safety

The Fleece Inn is an historical old building and has many original features without including low beams & uneven floors. Please take care during your visit.

The Masters Bedroom is in the oldest part of the building and is up one flight of stairs, there is no lift. There is an ensuite shower & toilet.

The Moongazer Gypsy Caravan is at the end of the orchard - this can get muddy. Access to the caravan is via 4 steps (with a handrail), the shower & toilet block is separate from the Caravan. A torch is provided with your keys as it does get dark! Please note if the weather is particularly cold this may freeze the running water in the Moongazer Glamping. We reserve the right to cancel bookings in the event of severe weather conditions. No rubbish to be burned in the woodburning stove or in the firepit. Please use only wood in line with our environmental policy. Due care and attention to be taken at all times with the fire pit and woodburning stove. Please do not ever leave any fires unattended.

Please report any problems that you find at the earliest possible opportunity to allow staff to address the issue.

Smoking

There is a no smoking/no e-cigarettes policy in force at The Fleece Inn, outbuildings & in Moongazer. Smoking in the garden is acceptable. There is a fire alarm system in operation and if this is set off by guests smoking anywhere in the Inn you will be asked to vacate the premises and forfeit any monies paid, this is non-negotiable.

Damages and Breakages

You are responsible and liable for any breakages or damages which you may cause to the accommodation or its contents. Any accidental damage/ spillages to be reported (replacement fee/ cleaning fee may be applied).

Keys You have access to the building and your room throughout your stay using a set of keys given to you when you register on arrival. You have full responsibility of these keys for the duration of your stay. Lost keys will be charged at £10.00 per set.

Liability

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

Valuables

Please take care of all valuables. We cannot be held responsible for any losses incurred in the premises.

Termination Policy The Fleece Inn reserves the right, at its discretion, to terminate, without notice, an individual's stay where deemed necessary through unacceptable behaviour or as a result of actions which are likely to endanger or offend others (Please note that non compliance of our non smoking policy may constitute termination). In such circumstances any outstanding account must be settled, no refunds will be made.

Privacy Policy

Any data collected during the course of this booking will be stored on our computer(s). With your permission we may from time to time contact you about promotions and offers. We will not share your details with any third party.

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