

TERMS AND CONDITIONS

THE FOLLOWING TERMS AND CONDITIONS APPLY TO ALL BOOKINGS:

WHO WE ARE:

The Bridge Hotel is an independent hotel and restaurant located in Thrapston, Northamptonshire. Our address is The Bridge Hotel, Thrapston, Near Kettering, Northamptonshire, NN14 4JP

HOW TO CONTACT US

Get in touch by completing the form on the 'Contact' page of our website, by telephoning +44 (0) 1832 732128 or emailing info@thebridge-hotel.com

YOUR BOOKING

Your booking will not be complete until you receive a confirmation number from us, at which point a contract will come into existence between us and yourself.

We require credit or debit card details from you to confirm your booking. Where you have reserved a non-refundable room rate your card will be charged in full at the time of booking. Where you have made fully flexible reservation, your card will not be charged until your arrival to the hotel unless if you cancel your booking after the allotted time or fail to arrive to the hotel on the dated booked.

The cancellation policy varies according to the rate that is booked. Please refer to the individual full rate descriptions upon booking.

We accept the following methods of payment: Credit Cards MasterCard, Visa, Visa Debit, AMEX and Maestro.

The Guest must pay all outstanding charges on departure from the Hotel.

CHARGES

The prices displayed on the website are inclusive of VAT. A minimum length of stay, deposit, cancellation charge and other conditions may apply to certain rates, as specified.

Price lists for additional items such as Food and Beverage, Laundry Services and other are on display at relevant locations within the Hotel and are available on request.

CHANGE OF BOOKING DETAILS

Reservations may be amended in line with the booking conditions accepted at the time of the original reservation/s. Changes may be made subject to those conditions and any deposit / prepayment held is subject to those booking terms at the time of the original reservation.

Where the booking permits, any change to the arrival date, departure date or room type is subject to availability at the time the change is requested and may result in a possible rate change.

ARRIVAL AND DEPARTURE

Guests may check-in at any time from 3.00 pm on the day of arrival. Any non-secured reservation will be held until 4.00pm on the day of arrival at which time the hotel is entitled to re-let the room, unless the guest has notified the hotel of a late arrival.

On the day of departure, we kindly ask all guests to vacate their rooms by 11.00am (unless a later departure is stated as part of your booking). 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 hotel.

In the interests of security and the prevention of fraud, we will ask you to confirm your identity by providing your passport, driving licence or other form of photo ID upon check-in.

Guests travelling from outside the UK: If you are travelling from outside the UK, we are required by law to ask for your passport and the place of your next destination at the time of check-in. If you do not have your passport, we reserve the right not to honour your reservation. We will retain this record for a period of 12 months and we may disclose this to a police officer or other official as required by law. We are required to collect this information in relation to each member of your party over the age of 16 and we reserve the right to refuse entry to The Bridge Hotel to anyone who is unable to provide this information.

Guests under 18: Please note that all guests under the age of 18 must be accompanied by adults during their stay. We reserve the right to refuse entry to The Bridge Hotel to anyone who is under the age of 18.

ACCESSIBILITY

Dependent on the individual needs of the Guest, we can only offer accommodation that is located on the 1st floor.

Please contact us on +44 (0)1832 732128 or email info@thebridg-hotel.com to discuss specific individual requirements and the availability of appropriate accommodation.

SMOKING POLICY

No smoking is permitted inside The Bridge Hotel at any time, whether in your room or elsewhere. The Bridge Hotel has designated smoking areas and our staff will happily advise you of their location upon request. We reserve the right to charge the card you have used to secure your booking a reasonable fee in respect of specialist cleaning in the event we suspect smoking has taken place in your room(s) during your stay. We also reserve the right to terminate the remainder of your stay in the event that we find you have failed to comply with our smoking policy.

INAPPROPRIATE BEHAVIOUR

We kindly ask that you respect our other guests and refrain from any improper, violent or abusive behaviour and any illegal conduct at all times during your stay. We reserve the right to eject you from the premises and cancel the remainder of your stay in the event that you fail to respect this policy.

DAMAGE

We kindly ask that all guests respect The Bridge Hotel rooms and facilities. In the event that there is any damage to the room(s) or facilities during your stay or if any items are missing from your room(s) upon your departure, we reserve the right to charge the card you have used to secure your booking a reasonable fee in respect of such damage and/or missing items.

ACCIDENTS

Guests must report any accident or injury they or their guests may have whilst on the premises immediately to a member of management and in any event, within 24 hours of the incident. This information is needed in order to comply with health and safety obligations and for insurance purposes.

ANIMALS & PETS

Guide Dogs are allowed at The Bridge Hotel.

PARKING

Parking is available at The Bridge Hotel.