

Terms & Conditions

'The Nitty Gritty'

- Upon booking, a deposit equal to the total cost of the first night's accommodation is required to confirm the booking & by paying this you are entering into a contract & once your confirmation letter is sent you will be accepting our booking conditions. The same applies when you provide us with your personal & payment information. The hotel may require payment in full in advance of arrival.
- If a credit or debit card is used to pay the deposit, we hold the right to retain your payment details until Check Out. Any outstanding charges will be debited on departure.
- Check In is from 14:00, your room(s) should be ready by this time & you will be shown to your room. We will endeavour to have the room ready & if successful guests can Check In early. If arrival is before 14:00 then please enjoy the hotels services & grounds. Check Out is at 11:00. Late Check Out can be arranged if it does not affect any future reservations; this can be arranged the day before the departure day.
- Any cancellations or alterations to a reservation must either be sent via E-mail to info@tallandhotel.com or confirmed via telephone on 01503 272667. The deposit paid upon booking is not refundable; however, it is transferable to an alternative reservation made no later than 14 days prior to the original reservation. Small adjustments to the reservation could result in a £25 administration fee. If another date is not suitable, we will be more than accommodating to hold your paid deposit on file for 12 months from the Cancellation date, this can be reissued against most bookings apart from: Christmas, New Year, Valentine's Day & Easter Sunday.
- Our guests should be respectful at all times during their stay with us, not only to staff but also fellow guests. Illegal, offensive, rude & threatening behaviour will not be tolerated, we therefore reserve the right to escort any offending individual or party off the premises at any time. Once the account is paid in full, no reductions or discounts will apply. Compensation will be charged for potential disruption caused. Any illegal behaviour will be reported to the police.
- We reserve the right to refuse any booking.
- We are a smoke free hotel, however, we do understand that clients may need an area dedicated for smoking. Smoking is permitted in our Gardens, please be aware of the location of ash trays. If this policy is ignored in our rooms, a £200 charge will be assigned to the account, this is for additional cleaning. Any costs for alternative arrangements for the forthcoming guest will also be assigned to the account.
- We offer complimentary parking for resident guests. Reception can offer assistance on Check In, guests will be given the option for vehicles to be parked by staff. We do only have limited parking, should additional guests be joining you, please advise us accordingly as we may not be able to accommodate additional vehicles.

- Personal belongings; we take every effort to ensure the safe keeping of guests belongings. Only responsible staff members hold a master key. Otherwise the guests are responsible for their keys during their stay. We do have a safe in every room, either a safe key will be attached to your key ring or you will be prompted to input a 4 digit code on arrival into your room. We accept no liability for any loss or damage to property unless such a loss is due to our negligence.
- We attempt to maintain our 1000 year old building throughout the year, we always endeavour to make sure all rooms are available at all times, unless booked however please be aware some rooms may not be available. If a requested room has been reserved & we ultimately have to move the reservation to an alternative room, the guest will be informed however no compensation or discount will be given. We cannot be held at fault for failure of basic amenities such as Water, Gas or Electricity as this is beyond our reasonable control.
- Packages & Late Availability Offers will not be used in conjunction with one & another, nor can they be applied to a current reservation.
- All of our pricing is correct at the time of publishing. Any online rates will be honoured, however please ensure the correct information is understood on websites. Please call if unsure of purchase. Confirmed reservations tariff – which includes TAX adjustments – will not be adjusted without an acceptable reason.
- We are Dog Friendly, please see our Dog House Rules for further T's & C's.
- Any damages to the room via guest related issues or guests pets will have a £200 charge, as a minimum, to the account.
- We are Child Friendly; with exception of baby foods, only food & drink that's purchased on the premises are to be consumed. We do encourage children to join parents at the table in either eating area for dinner as we feel dinner is a significant part of family life; we wish to honour that. However, if there is disruption, please do not be offended if a team member confronts you, as we wish for all guests to enjoy the restaurants. We can offer children listening monitors, however, where possible, we do advise guests bring their own equipment. The listening device must be within range & should be attended too with any disturbance.
- Some rooms may contain Super King Beds. In some cases these will be a 'Zip & Link' format. They are two full size single beds which are zipped & securely fixed together at each end resulting in one large bed. Please inform reception if this is an issue however this is Standard for hotels.