

# **The Yarn Market Hotel**

**High Street, Dunster, TA246SF**

## **Terms and Conditions of Trade**

1. On departure please vacate your room by 11am unless special arrangements have been made. Failure to comply will result in a penalty charge of £30.
2. The Hotel is totally non-smoking (this also includes vape devices and electronic cigarettes) – there will be a penalty charge of £75 for cleaning costs added to the bill of any room where guests have been smoking.
3. Please remove any muddy footwear on entering the hotel to avoid excess dirt on the carpets. There are facilities for cleaning muddy boots by the drying room.
4. Well behaved Dogs are very welcome but please do not allow them up onto the beds or chairs – we are happy to provide a dog bed and blanket free of charge. Owners – you are responsible for your dogs and agree to the Terms and Conditions for dogs contained in the ‘Woof Information Pack’
5. Please check your room before leaving as there is a charge of £5.00 plus postage and packing for any items that you leave behind which have to be sent on to you.
6. Guests at the hotel undertake to ensure full payment for their stay is received by the hotel before departure
7. All our customers are expected to conduct themselves in an orderly and acceptable manner and not to disrupt the enjoyment of others including when watching late night Television or arriving/returning to the hotel late at night. Any compensation awarded to other guests maybe charged to the offenders. Repeat offenders may be asked to leave the premises.
8. If any meal or your accommodation should not meet your expectations, then please advise either the Duty Manager or your waiter/waitress immediately so the matter can be properly investigated.
9. No candles, bottled gas appliances or other naked flames may be lit in your room.
10. A charge will be made to cover any damages or cleaning caused by the abuse or misuse of the Hotel facilities, including damage by pets.

11. If you have any allergies, please notify the receptionist on arrival and check with the waiter/waitress at every mealtime.
12. Please keep your room keys safe and return them to reception on departure a charge of £25 will be made for any keys not returned.
13. Children are welcome to eat in our Restaurant in the evening and the Childrens' Menu is available until 7.00pm. Parents are asked to be considerate to other guests who wish to enjoy a peaceful meal.
14. Should you not want to receive marketing material from us in the future then please tick the box on the form you sign on arrival.
15. We store and process your data based on the contract formed when your make your booking, and in line with the General Data Protection rules (2018).
16. We are not a specialist disabled hotel, but we will do our utmost to cater for any special requirements you may have. If you or any member of your party has any medical problems or disabilities, please provide us with full details before you make your booking so that we can try to advise you as to the suitability of your chosen break or room.
17. Many of our specialised breaks including the walking packages are subject to separate terms and conditions please ask for details.