

The Three Tuns Guest Rooms

Terms & Conditions

Prices: The price includes accommodation plus any board indicated. Unless clearly stated on the booking form all extras such as meals, speciality breakfasts etc. are additional. All taxes are included.

Payment: We accept payment via cash, debit card or most major credit cards. We take 50% deposit upon reservation.

Pets: Dogs are welcome in The Macaw Room for a supplement of £10 for the duration of their stay. We expect your dogs to be well-behaved at all times and you are liable for any damage they may cause.

Cancellation and Insurance: Once you have made your booking our agreement is a legal contract. For cancellations made up to 14 days before the day of your stay we will refund you in full. For cancellations made less than 14 days before your stay we will retain your deposit, however if you cancel within 72 hours of your booking or fail to take up the booking without cancelling, you will be liable for the total amount. For this reason you may wish to take out cancellation insurance, which is inexpensive and can be obtained from any good broker.

Arrival: Your accommodation will be ready from 3pm on the day of your arrival, unless otherwise arranged. Please let us know if you plan to arrive after 10pm.

Departure: Please be ready to leave your accommodation by 10.30am on the day of departure, or by 11am on Saturday or Sunday.

Non-availability: We will only cancel your booking if your accommodation is unavailable for reasons beyond our control. We will attempt to offer you alternative accommodation; however if this is not possible, or is unacceptable to you, we will refund all monies paid by you. Our liability does not extend beyond this refund.

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.

Conditions of Stay: We have some standard rules that are designed to ensure that we comply with regulations relating to matters such as fire, health and safety and to enhance the comfort and wellbeing of our guests. If you would like to check our conditions of safety please contact us. We reserve the right to terminate your booking immediately without being liable for any refund or compensation where you engage in unacceptable behaviour that causes a disturbance or nuisance to other guests.

Damages and Breakages: All guests are expected to take reasonable care of the rooms and leave them in the same condition as found upon arrival. You are responsible and liable for any breakages or damages that you cause to the accommodation or its contents. Please report these as soon as they occur. We do not normally charge for minor breakages, but we will send you an invoice for repair or making good if the damage or breakage is significant, and we will make an additional charge of £50 if you fail to report this.

Smoking: Smoking is not allowed in any of our rooms. If you smoke within the building a charge of £100 will be applicable to cover our cleaning costs.

Children: We welcome children in The Print Room, which has an adjoining room with a single bed. If requested we can also offer use of a travel cot or provide an additional (camp) bed for a supplement of £10 per night. A responsible adult must ensure that the behaviour of all children is appropriate and that property is respected.

Parking: We have a large car park at the rear of the building and there is also free on-street parking immediately outside The Three Tuns.

Accessibility Information: All the Guest Rooms at The Three Tuns are on the first floor and are accessed via a staircase with hand rails on one side. Please note that The Three Tuns does not have a lift.

Comments and Complaints: Any comment or complaint regarding your stay should be made to the Proprietor or representative at the time of your visit so that the matter can be resolved immediately.

Data Protection: The Three Tuns respects the privacy of every individual who visits us. The data collected about you will be used firstly to fulfil any service you might request e.g. to request information or to make a booking, and secondly to improve our service. We will under no circumstance give your personal data to third parties. However, unless you specifically ask us not to we will use your data to send you further information. Any marketing emails sent to you will always provide you with the option to unsubscribe. This is in accordance with UK Data Protection Legislation.

Thank you for choosing to book with The Three Tuns. We look forward to welcoming you.