**The Ragged Cot Terms and Conditions.**

**THE PRICE YOU PAY:**

The Room Rate is based on two people sharing a double or twin bedded room. There are no facilities available for additional persons (except infants in certain rooms). Please state if a twin-bedded room is required on booking (we have limited availability). We do not offer reduced rates for single occupancy.

VAT is included at the current prevailing rate.

Bookings are taken at the discretion of the hotel and subject to availability and are secured with a valid credit/debit card. If no card details are given or invalid cards are offered, we reserve to cancel your reservation.

All prices shown are applicable at the time of booking, are not valid in conjunction with any other offer and are subject to change without any prior notice. The full price for each stay, will be required to be paid on arrival. Extras incurred during your stay, are to be settled in full before departure, by cash, Maestro, MasterCard or Visa.

Please be advised that we may take a Pre-Authorisation against your reservation and this transaction will be completed if you cancel within our cancellation period or leave without settling your account.

**DEPOSITS:**

The different requirements for deposits are available on request. Deposits are non-refundable unless special arrangements have been made.

**SPECIAL ARRANGEMENTS:**

Whilst every effort is made to fulfil your requests, unfortunately, we cannot guarantee these and failure to do so will not constitute a breach of contract.

**CANCELLATIONS/AMENDMENTS BY US:**

In the unlikely event that we have to change or cancel your reservation, we reserve the right to do so. If this does arise, you can, 1) accept the changed arrangements as notified, 2) make an alternative arrangement with us or, 3) cancel your reservation and receive a full refund of any monies paid.

**Covid-19:** Due to the unprecedented events of recent months, if we need to cancel your reservation due to Government guidelines, we will give you as much notice as possible and reservations can be moved to another date subject to availability or if paid, full refund offered.

**ARRIVALS AND DEPARTURES**

Arrival and departure times for accommodation are between 3.00pm and 10.30pm. Should you wish to retain your room beyond our check out times, or require an early check in please contact The Ragged Cot direct. An additional charge will apply.

**COTS**

Cots are available; however, these are limited and are subject to availability. Please check at the time of booking. A small charge is made for linen.

**CAR PARKS:**

Our Hotel has a free of charge Car Park. However, cars are left at the owner’s/customer’s own risk. We cannot guarantee a car space. Please leave your registration number at reception when you check in.

**COMMENTS:**

Please let the Manager know straight away if you have any comments. Alternatively, if you wish, put them in writing no later than 14 days after the completion of your stay to:

The Ragged Cot, Cirencester Road, Minchinhampton. GL6 8PE

**CURRENCY:**

Prices are quoted in pounds sterling.

**CANCELLATION CHARGES:**

The Ragged Cot operates a 48 hour cancellation policy. Group bookings for the rooms and restaurant are subject to a different cancellation policy; please ask for these at the time of booking. Cancellation within this period or non-arrival, will be charged at the full room rate.

**CLIENT RESPONSIBILITIES:**

1. The Client is responsible to the hotel for any damage caused to the allocated rooms or the furnishings or equipment therein or to the hotel generally by any act, default or neglect of the client or guests of the client and shall pay to The Ragged Cot on demand the amount required to make good or remedy any such damage.

2. The Client is responsible for the behaviour of his, her or its guests and the orderly conduct of guests attending any function or staying in the hotel or otherwise making use of the services.

**SMOKING**

We are a totally non-smoking establishment. Anybody smoking in rooms may be liable to a charge.

**VALUABLES**

The Company cannot be held responsible for the loss of any article not deposited with the managers for safe keeping.

**DOGS & PETS**

We do not allow dogs or pets in the rooms, but dogs are allowed in the main building. If dogs/pets are taken into the rooms, we reserve the right to charge additional cleaning fees.

**LOST PROPERTY**

We will do our utmost to return any property left at the hotel, this will be returned via tracked Royal Mail, with a pre-payment of the postage.

**Please read these notes carefully, your co-operation will be greatly appreciated.**

We also bring to your attention, the fire procedure notice in your room, and it is requested that you read the information within the room folder for more details regarding the Ragged Cot.