

THE
WHITE HART INN
MERSEA ISLAND

TERMS & CONDITIONS

VERSION: APRIL 2022

ROOM RESERVATIONS

1. PARKING

We have allocated parking in our car park, you will see signs 'Reserved - Room Guests'.

2. CHILDREN

Children of all ages are welcome. Regrettably, we do not have roll out mattresses or extra beds.

3. DOGS

Dogs are only allowed in Strood, Cocum Hills and Little Ditch only and by prior arrangement. Ideally only one dog and no larger than a medium Labrador. They must have their own bedding. If they make noise that disturbs other guests in the other rooms, a charge of £175 per room disturbed will be applied to your bill as compensation to the other guest. If they climb on furniture an extra charge of £175 will be paid to cover extra cleaning and time taken to ensure the room is in order. If they damage any fixtures or fittings in the room or associated areas, the full cost of repair will be added to your bill including any loss of income from not being able to let the room/s. If you arrive with dog/s different to what is agreed above, we reserve the right to refuse entry and retain the full value of your booking.

4. SMOKING

We are a fully non-smoking property.

5. ACCEPTED PAYMENT METHODS

Cash, MasterCard, Visa, American Express, Debit

6. CANCELLATION

Your reservation is made with The White Hart Inn ('the inn') and represents a legally binding contract between you and the inn. For bookings of two rooms or more, and/or 3 nights or more, and/or special events and public holidays, we require a minimum of 7 day's notice of cancellation or amendment of any reservation to avoid a cancellation charge of at least 50% of the total value of the reservation as detailed in the confirmation. For other bookings, a minimum of 24 hours notice of cancellation or amendment of any reservation is required to avoid a cancellation charge of the full value of the booking as detailed in the confirmation. At the sole discretion of the inn, the charge/s may be waived in part if we are able to re-let the cancelled room/s and will be waived in full if the total value of the booking can be replaced in full. We require a valid credit card to secure bookings and reserve the right to charge the card for cancellations falling outside the permitted time scales, as detailed above. By entering into this contract, you are authorising us to make the above charged to the card without any additional consent being required.

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ROOM RESERVATIONS (CONTINUED)

7. DAMAGE

We reserve the right to charge an extra night's stay (at the prevailing B&B rate and using the credit card provided to secure the booking) if we have need to especially clean and air the room for 24 hours before another guest can occupy. In the unlikely event of replacement, cleaning or repair being required to an item/s belonging to the inn or the fabric of the inn itself, because of wilful damage or damage incurred because reasonable precautions have not been taken, we reserve the right to reclaim all and any costs incurred including loss of business by charging the credit card provided to secure the booking, without prior consent being required. Invoices will be supplied to support the claims/costs charged.

8. MARKETING

By selecting to receive marketing when you make your booking with us, you are opting into our marketing programme. This means you will receive a maximum of one email per month about our products and services, occasionally surveys and the opportunity to enter competitions. If you opt in in error and you do not wish to receive marketing material from us, please email the contact address on the email you receive with 'Unsubscribe' as the subject. For full details of our Privacy Policy that explains how we comply with GDPR (General Data Protection Regulation), the DPA (Data Protection Act) and the PECR (Privacy and Electronic Communications Regulations), please see our website.

9. OVERNIGHT

The White Hart Inn does not have overnight porter service or any member of staff on site between the hours of 12am and 8am. Our fire alarm is linked to three members of staff who will attend site within 15 minutes of the fire alarm going off overnight. We will go through full fire procedures upon check in. Please ensure you study the escape route and process located in your room information folder and on the door.

9. TERMS

By using our booking system, you agree to our Terms and Conditions.

TABLE RESERVATIONS

1. CHILDREN

We welcome children of any age and have a number of high chairs available. Please state your requirement upon booking and we will allocate a high chair to your party providing they are available.

2. DIETARY REQUIREMENTS

We are able to cater for most dietary requirements if informed in advance. There is a specific box later in the booking process that enables you to make us aware of any requests.

3. CONFIRMATION

All bookings are secured with card details and will be confirmed by email to the email address provided by you. A reminder will be sent 24 hours before your booking. A post dining email will be sent 24 hours after your booking to allow you to inform us of anything that was amiss during your visit.

4. ONLINE RESERVATIONS

We are able to take reservations for up to 10 people online. For all reservations of more than ten, please call us.

5. ALLOCATED TIME

We do double book tables with a guide time of two hours for each booking. The first booking always takes precedence and the second booking always informed at the time of booking that the table has a prior booking. If your needs are different to this, we are more than happy to accommodate them, just leave a note during the booking process.

6. CANCELLATIONS

Please let us know if you wish to cancel your table, even if it is up to 15 minutes before your booked time. No shows are seriously detrimental to the success and well being of our business. If you fail to cancel a table and do not show, you will be charged £15 per head to the card details you provided at the time of booking.

7. CHARGES

Please note we require a valid credit card number to confirm bookings. Unless we specifically refer to a 'refundable deposit' we do NOT charge anything to the credit card unless there is a 'no show' of which we have no prior notice. Refundable deposits are credited in full to your account balance on payment on departure.

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