

THE GODOLPHIN

HOTEL & RESTAURANT

Arrival & Departure

Your room will be ready from 3PM on the day of arrival. Should you arrive early you are more than welcome to leave your luggage with us, and we will do our best to get your room ready as soon as possible. On your day of departure, check out is by 11 AM.

We will carry out an ID check on arrival. Please bring a valid form of ID for our Reservation team to validate. Valid forms of ID can be either a Passport, Driving License or Credit/ Debit Card. Please note this must be registered to the Lead Guest.

Standard Reservations

Credit card details will be taken at the time of booking and full prepayment will be taken 7 days prior to arrival from the given card details.

For bookings that fall into the 7-day window full payment will be taken at the time of reservation.

Reservations of 4 nights or more require the 1st night to be taken as a deposit. This is refundable up until 12 weeks prior to your arrival date. If cancellation is within this period, your deposit will be forfeited.

All room prices are based on 2 adults sharing and include breakfast each morning.

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Special Offers

Full payment will be required upon booking. All Special Offers are subject to availability, and they cannot be used in conjunction with each other. All Special Offer bookings are non-refundable and non-transferrable. All room prices are based on 2 adults sharing and include breakfast each morning.

Cancellations

For standard reservations we allow cancellation free of charge 8 days prior to arrival. Should you wish to cancel we require you to give us written notice of this cancellation within this time frame. Please send this to the following email: hello@thegodolphin.com if cancellations are made after this time frame, no refund will be given.

We strongly recommend that you take out private travel insurance for your holiday to protect you against unforeseen circumstances that may result in cancellation charges.

Travelling with Children

We ask all our guests to notify us at the time of booking if they require an extra bed so we can advise if we have a suitable room available – children must not be left in rooms on their own.

Please let us know if you will be bringing along a cot – please note we cannot provide them.

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Dogs

We welcome well-behaved dogs and their responsible owners, however there are some house rules.

1. We ask that they are always kept on a lead in the public areas.
2. Dogs are not allowed on the furniture, including beds, a 'Godolphin' dog blanket is provided to make your dog's stay more comfortable, and you can take this home with you.
3. Dogs must not be left in rooms on their own, purely as a courtesy to our other guests.
4. We have 8 dog friendly rooms please check when making your reservation that we have the rooms available.
5. Owners are liable for any damage caused by their dog.
6. Any complaints that arise due to noisy dogs must be dealt with by the owner.
7. We reserve the right to ask any dog to be removed from the hotel at any time.
8. Any damage to the room caused by your pet will be assessed by a manager and any costs incurred will be charged to your card for up to £100.

We have additional charges when bringing your dog along with you. Please read our Salty paws information for confirmation on these charges.

Smoking

Smoking is strictly forbidden in all guest bedrooms. A penalty of £150 will be charged in the case of smoking. Guests are reminded that The Godolphin is a non-smoking property.

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Damages, Losses and Complaints

We remind guests that they will be liable for any loss, damage or complaints that may be caused at The Godolphin because of your party. This includes any amenities in the room that are not complimentary.

Restaurant Reservations

For guests staying on a Dinner, Bed and Breakfast basis your allocated allowance is for use towards food in our restaurant.

There are no refunds or discounts for meals not taken by guests.

A table will be reserved in the restaurant at the time of booking, but it is advised to specify a preferred time for your meal, to avoid disappointment as the restaurant can get busy.

Note: If you have made a reservation on our Bed and Breakfast Rate, we strongly advise you to book a table if you wish to dine with us to avoid disappointment. Please contact our reception team or book online.