

Booking Terms & Conditions

Check-in and Check-out:

- Check-in time is from 15:00 and check-out time is 10am.

Check-in and Check-out:

- Check-in and check-out times vary; please contact us directly for details.
- Late Checkout is available on request basis (not guaranteed) - £20 per hour until latest 1 pm.
- All reservations require credit card guarantee due at time of booking.
- Special requests are subject to availability and may incur additional charges.

Cancellations and No Shows:

- Cancellations or changes made 24 hours before arrival incur no charges. No-shows will be charged for the full booking.
- Non-refundable reservations cannot be changed or cancelled. Interrupted stays will be charged in full.
- Failure to provide card details for pre-authorization within 24 hours may result in cancellation.

Payment:

- We accept Visa and Mastercard. Cash payments require a valid ID and credit card details.
- Bookings not paid in full at the time of booking may be subject to VAT rate adjustments.

Additional Policies:

- Smoking is strictly prohibited inside the hotel. Violators may be evicted and charged a cleaning fee.
- Pets are not allowed, except for guide dogs with prior notice and an additional cleaning fee.
- Guests must report any damages to hotel property. Damages incurred will be fined accordingly.
- Abusive behavior towards staff will not be tolerated and may result in refusal of service or eviction.

These terms govern your booking with Stratton House Hotel. If you have any questions, please reach out to us.