



Hotel Reservations Booking Terms

Reservations & Payment

All room rates are quoted in GBP and include VAT at the relevant rate of 20%.

A credit card guarantee is required at the time of booking, which is held on our secure third-party reservation system.

The balance of your stay, including any restaurant and bar bills, is due upon departure unless we have previously agreed to forward your account to your company ledger or payment details have been provided.

If you decide to shorten your stay, you will still be liable for the total cost of your room/s.

In the event of no-shows, late cancellations, and unpaid bills, your card will be charged.
(Please see our cancellation policy on page 3)

You can pre-book early arrival, late check-out, pet charges, extra beds (children only) and added extras when making your reservation.

Rooms / Reservations with Pets

Some rooms can be made to be a family room accommodating 1-3 extra beds.

These extra beds are only suitable for children aged 3-16 yrs. and are not for adult use.

Cots are available on request at no extra charge and are subject to availability.

We have two accessible ground rooms in our Coach house suitable for guests with disabilities.

Dogs are allowed in our Coach House Rooms **Only**. You can add your pet to the booking process, which will incur a small charge of £10.00 per dog. Only two dogs are allowed in a room to allow appropriate space to exit the room in case of an emergency like a fire.

Pets are welcome in our bar and conservatory areas only. Dogs must be always kept on leads in our public spaces. Guests are expected to tidy up after their pets outside in the gardens.

Arrival & Departure

Rooms are available to check in from 3.00pm on the arrival date.

Your room must be vacated by 11.00am on the day of departure.
Please leave your room at this time to avoid a late check-out charge.

Early check-in and late check-out may be pre-booked prior to your arrival, subject to availability, at an extra charge.



Servicing Your Room

Upon arrival in your room, you will receive complimentary water, luxury biscuits, and hot chocolate. Your room will be cleaned daily with a basic tea/coffee top-up, allowing two hot drinks per person. Reception can provide additional tea and coffee for the following charge:

Full Top-up including biscuits and water £5.00
Tea/Coffee and milk £2.50
Water Only £1.50

If you prefer a no-service option, please inform reception when booking or checking in. Guests staying 3-7 nights will receive a new set of towels and clean bedding halfway through their stay.

If you are staying less than three nights and require new bedding and towels, the following charges will apply:

Bedding and Towels £45.00 (based on two sharing)
Towels Only £25.00 (based on two sharing)

Children

Z-beds can be accommodated in certain rooms to make a family room. However, these are only suitable for children aged 3-16 and will be charged as follows.

3- 8-year-olds £25.00 Bed & Breakfast
9-16-year-olds £40.00 Bed and Breakfast
Travel cots are free of charge.

Children's dinners are not included in our room rates, but they can dine from any of our menus, including a children's menu, which starts from £12.95 for a two-course meal.

Dining Arrangements / Dietary Requirements

We recommend booking a time in our restaurant should you wish to dine to avoid disappointment. We can always accommodate our DBB guests but cannot at busy or peak times guarantee a dining time of your preferred choice. Should your plans change, and you wish to cancel your dinner reservation, we kindly ask you to give us plenty of notice so we can re-book your table.

Please let us know before your arrival if you have any allergies or dietary requirements so that our team can accommodate you.

We can provide gluten-free, dairy-free, vegetarian, and vegan dishes.

Whilst every care is taken, we cannot guarantee that dishes are free-from allergens.

Non-smoking Policy

All our bedrooms and public areas have a No-Smoking policy. Smoking anywhere inside these areas will result in a £250 fine. Smoking is only permitted in designated outdoor spaces.



Cancellation Policy and No-Shows

In the event of cancellation, full payment will apply unless you can provide notification as follows:

1 or 2 room nights, 2 days' notice prior to 3pm on the day of arrival.

3 - 5 room nights & group bookings, 7 days' notice prior to 3pm on the day of arrival.

Group bookings of 5 or more rooms, including special events, functions, and weddings, will have their own deposit and cancellation policy.

Our reception team will confirm these with you during the booking process.

Our hotel is a small, family-run establishment with 15 bedrooms. Our cancellation policy protects both the hotel and our guests. We will do our utmost to resell a cancelled room, and if we do so, no charge will apply, apart from the non-refundable £50.00 deposit.

We will treat your booking as cancelled if you have yet to arrive by 11.00pm the day of arrival and have not contacted us about your late arrival. This cancelled booking will be liable for 100% value of the room cost.

You and Yours Guests' Behaviour

Guests must not:

Smoke anywhere inside the hotel or in bedrooms, and this includes e-cigarettes. Smoking on premises outside the designated smoking areas will incur a £250.00 fine.

Tamper or cover any fire alarms or electrical heaters to create a fire risk.

Use any WI-FI connection to download or access any offensive or unlawful content.

Cause any disruption to other guests and staff which we deem to be incident, harassing, threatening, abusive or fraudulent.

If you or your guests breach these terms and conditions or cause deliberate damage to the hotel, we reserve the right to cancel your booking and the rest of your stay.

We will retain all funds paid by you or charge for the remaining amount of your reservation.

General Disclaimers

Broom Hall Hotel does not accept any liability for any loss or damage to guest property before, throughout or following your stay.

The hotel accepts no responsibility for death, bodily injury or disease arising from any cause whatsoever to persons visiting the premises, except for liability arising due to negligence of the owners, its servants, employees, or responsibility.