

TERMS AND CONDITIONS

- Guests are able to book for 1 night stays however further discounts are available for longer stay bookings as detailed on our website or on application.
- Rates are per person per night (based upon two sharing) & inclusive of VAT at 17.5%. Service is not included.
- Should you require any further assistance in planning your stay; flowers ..chocolates ..champagne ..fishing then please do not hesitate to contact us. **If we can, we will!**
- Cancellation Policy:
 - Groups of 6 or more persons will be asked to pay 75% of the full holiday price to confirm booking. Cancellation after booking (for all or part of the group) for whatever reason will result in loss of the full deposit.
 - Groups of less than 6 persons will not generally be requested to pay a deposit prior to arrival (although we reserve the right to do so) however if you have to cancel your holiday for whatever reason, the Tongue Hotel will apply the following cancellation charges:
 - Cancellation made within 0-1 week prior to departure, 25% of the full holiday price will be charged.
 - Cancellation made within 24 hours prior to departure, 50% of the full holiday price will be charged.
 - Non Arrivals will be charged 100% of the full holiday price.
 - In any event we will do our best to try to re-sell the room, however we strongly advise you to take out holiday insurance.
- Special breaks:
 - Please note that there may be restricted availability & a change in the above rates during bank holiday periods, speciality weekends, Christmas & Hogmanay.
 - Special breaks and deals do not apply to group bookings (6 or more persons).
- Dinner, Bed and Breakfast rates:
 - Dinner Bed and Breakfast rates are available upon request.
 - It should be noted that supplements may apply; these will be clearly displayed on our menus.
- Prices:
 - All prices on our website are subject to change & we reserve the right to amend them at any time.
- Reservations:
 - A credit or debit card is required to secure the booking. A booking is therefore provisional until confirmed with a credit card number.
 - We respectfully remind our guests that a booking represents a contract between themselves & The Tongue Hotel. In the event of cancellation or curtailment a charge will be incurred unless we are able to re-sell the room.
 - We strongly advise guests to take out travel insurance against unforeseen cancellation.
- Confirmation:
 - All bookings made by telephone will be, where possible, confirmed by us via e-mail or your choice of communication.
- Payment:

Your account may be settled by:

 - Cash, Switch, Delta, Visa, Visa Electron, Maestro, Solo, American Express, Mastercard

- Personal cheque drawn on a British Bank supported by a cheque guarantee card.
- A Link cash machine is available within the Hotel reception.

- Access:
 - We regret that all rooms at the Tongue Hotel are only accessible via stairs (minimum of 6)
 - Our public rooms and toilet facilities are all wheelchair accessible.
 - Our staff are always happy to assist in any way possible.

- Children's Policy:

The following bed and breakfast pricing applies for children

When sharing a room with an adult:

 - 0-5 years of age free of charge
 - 5-12 years of age £15
 - 12-15 years of age ½ adult tariff
 - 16 years and above Normal adult rates apply
 - Children are not permitted to stay in a room without an adult under the age of 16 years.
 - Children are permitted in the bar restaurant.
 - We have a Children's Menu however Chef is more than happy to prepare something specific.
 - Camp beds and cots are available on request
 - Baby listening devices are available from reception.

- Single Supplement:
 - A single supplement of £15 per night will be incurred when a double room is occupied by a single person.

- Pets:
 - We regret that dogs are not allowed in the hotel.