

Strattons Terms of bookings

Cancellation: A reservation is made with Les & Vanessa Scott trading as Strattons Hotel ("the hotel") and represents a legally binding contract between the guest and the hotel.

For cancellations or amendments of bookings within six weeks prior to the date of arrival there may be a charge of up to 80% of the room rate for the nights not re-sold. For any nights, that we are able to re-sell there will be no charge. Every effort is made to re-sell cancelled rooms and a reserve list is kept at all times in case of this event.

We require a valid credit card to secure bookings and reserve the right to charge the card as detailed above. By entering into this contract you are authorizing us to make the above charges to the card without any additional consent being required. For cancellations outside of the six weeks there will be no charge. We recommend taking out travel insurance to cover cancellations or loss of deposit.

One night on Fridays & Saturdays: Are only available if a natural gap occurs from midweek bookings leading to and from the date, otherwise there is a 2 night minimum booking policy for weekends or 3 nights for bank holidays. We regret that we cannot guarantee a specific room if we have a natural gap.

Check in: Guaranteed from 2.30pm until 10pm on day of arrival, however if arriving after 10pm access must be arranged, as we do not have a night porter. If you are arriving after 10pm, please advise at booking to ensure access.

Check out: No later than 11.30am

Special offers: Any special deals or discounted rates cannot be used in conjunction with any other special deal or offer, including free gifts with booking agents.

We cannot guarantee specific rooms with special rates and room discounts, only on full rate payers. We can however guarantee a room size.

There are no special offers/discounts given at peak times, which include all weekends, bank holidays and public holidays.

Restaurant: If you require dinner, we recommend booking a table in our restaurant in advance to avoid disappointment. Please note that we cannot accept provisional bookings for our restaurant. There is a list of alternative restaurants locally available from reception, please ask if you would like a copy in advance.

Allergies: we regret that we are not able to accommodate anyone with a serious and/or life-threatening nut allergy; unfortunately, the suppliers of some of our ingredients are not able to guarantee them free of nuts or nut traces. We can accommodate food intolerance and food allergy such as gluten free, vegetarian or vegan. Rest assured the kitchen staff and restaurant front of house, have knowledge and training on specific conditions. As we make everything on the premises, we are able to inform you precisely the ingredients used. We would prefer that if however you are using wheat-free as a method of reducing carbs you tell us this rather than stating intolerance, it makes for a better choice. Please tell us of any special dietary requirements at the time of booking as we can provide a much more interesting menu with prior notice. There are two resident cats (only in the lounges) named Mittens & Flossie. Our duvets and pillows are made of natural materials, cotton and feather to reduce dust mite allergy. If you require synthetic bedding as a preference please let us know in advance.

Group bookings & wedding parties: We regret that we cannot take group bookings of 2 or more rooms from guests attending local weddings or parties. We are happy for our contact details to be given to your guest list for individual bookings to be made. We ask that if guests are arriving back in the small hours of the morning they be considerate of our normal guests staying in the hotel who wish for a good nights sleep. If you would like to have private use of the hotel, all bedrooms must be booked along with our restaurant. A deposit (per room) will be required 6 weeks prior to your date of arrival, taken from the card provided on booking. This deposit will be non-refundable in the event of a cancellation in line with our normal terms & conditions as stated above. Private use of the hotel is not available at the weekends.

Damage: We reserve the right to charge for the replacement, cleaning or repair of any item(s) belonging to the hotel, or the fabric of the hotel itself, damaged either willfully or because reasonable precautions have not been taken. In this event your credit card will be charged without prior consent being required against invoice(s) that will be provided for the costs incurred.

Pets: Dogs can be accommodated by prior arrangement in all rooms except the Seagull, providing that they are cat & chicken tolerant. A charge of £6.50 per day is chargeable. We reserve the right to charge for any damage made with out prior notice. Dog food and water bowls are available with walking routes & poop bags.

Children: Well-behaved children of all ages are welcome at Strattons at a small charge. Cots, cot beds, high chair, food bowls & cutlery can be provided. Pre booked children's teas are served in the restaurant at 6.30pm. Please pre order from our children's menu as we make everything daily and do not keep freezer stocks. Under 12s sharing are charged at £15 per child per night and include bed & breakfast, over 12s sharing are charged at £30 per child per night and include bed & breakfast.