

## Cross Keys Hotel Terms & Conditions

Cross Keys Hotel  
12-16 Market Hill  
Chatteris  
Cambridgeshire PE16 6BA  
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Web: [www.crosskeyschatteris.com](http://www.crosskeyschatteris.com)

### Cross Keys Hotel Terms and Conditions ('T&C's)

Thank you for choosing to book with the Cross Keys Hotel. We look forward to welcoming you to our family hotel. By making this booking you are entering a legally binding contract with us. Please read our terms and conditions of booking below.

#### Prices

The price includes accommodation and full English breakfast. Please advise upon booking any dietary requirements e.g. Food allergies, Vegetarian, Celiac, etc.

#### Booking Confirmation & Deposit:

Currently we ask for at least a 50% deposit and payment in full is required on arrival.

Bookings by email are confirmed by return email and still require 50% deposit.

#### Cancellation of booking

Notice of cancellation of booking: providing we have at least 48 hours' notice of cancellation no payments will be due and any money paid as a deposit will be refunded in full.

#### Payment

Payment of any outstanding balance should be made on arrival by either cash, credit or debit card. We do not charge any fees for use of a credit card. All credit card transactions are secure and no data collected is offered to third parties for any reason. All transactions comply with the relevant legal requirements at the time of the transaction.

#### Non-availability of Accommodation

We would only cancel your stay if your accommodation was unavailable for reasons beyond our control. We would however attempt to find you alternative accommodation, if we were unable to find suitable accommodation our liability would not extend beyond this point.

#### Parking

Parking spaces are free and available on a first come first served basis. If no spaces are available upon your arrival, please ask for details of other free parking within easy walking distance.

#### Pets

We do allow pets inside the bar area otherwise pets are not allowed in the rooms or restaurant area under any circumstances. Should any pet be taken into a room, there will be a £100 cleaning charge.

#### Acceptance of Children

We welcome children and by prior arrangement and free of charge, can provide a highchair. We would ask you to bring your own travel cot and preferably your own bedding for the cot.

#### Arrival

Your accommodation will be available to you from 3:00 pm on the day of arrival, unless otherwise arranged. We may not be able to accommodate you if you arrive earlier than the agreed time as we will be busy preparing your rooms. However, you may drop off your bags, pay for your stay and collect your room keys at an earlier time by prior arrangement.

It is much appreciated if you will notify us of your estimated time of arrival (a telephone call on the day before or morning of arrival is fine).

#### Late arrival procedure

Please ensure you contact us to let us know if you will be arriving later than 10:30 pm, and inform us of your new estimated time of arrival. We do not normally accept guests after 11:00 pm.

#### Room Vacation

Please vacate your room by 11:00 am, unless otherwise arranged. The room will be ready for re-occupation from 3:00 pm, unless otherwise arranged.

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### Rooms

Eating take away meals in rooms is not allowed as they can leave after smells and can cause staining if the food comes into contact with bedding or carpets etc. We accept that sandwiches and drinks can be consumed in the rooms but care should be taken to avoid spillage etc.

### Smoking

In accordance with UK Law there is a no smoking policy in force at the Cross Keys Hotel. Smoking in the designated outside area is acceptable.

There is a fire alarm system in operation and if this is set off by guests smoking anywhere in the house you will be asked to vacate the premises and forfeit any monies paid, this is non-negotiable. This applies to anybody who deliberately covers a smoke detector anywhere on the premises.

### Damages and Breakages

Please take care when staying in our hotel. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. We ask that you report any incidents when they occur. We do not normally charge for minor breakages, but we may charge you for repair or making good if the damage or breakage is significant. Significant care must be taken when using Macerators (there are three in the 'old' part of the hotel covering Rooms 5, 6/7 (shared bathroom) and Room 8). Macerators are used to overcome strict building regulations and under no circumstances are any plastic, tampons or hard substances to be flushed down the toilet. The repair charge for a macerator is currently £650.

### Liability

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

### Privacy Policy

Any data collected during the course of this booking will be stored on our computer(s). Please see our GDPR Policy which is readily available on our website.

### Emergency Contact

In the unlikely event you encounter an out of hours emergency then please contact the proprietors on their mobile phone:

David Leaning (First Point of Contact): 07818 418755

Rebecca Leaning (Second Point of Contact): 07850 518808

Out of Hours landline number (Detached house in the grounds) 01354 694555

### Wi-Fi Access

The SSID for Patrons and Residents at the Cross Keys:

Wi-Fi: **Cross-keys-chatteris**

Passphrase: **12-16MarketHill**

This is monitored and any abuse will result in your MAC address being blocked.

### Meal Timings

Breakfast: Monday – Friday 7:30 am – 9:30 am

Breakfast: Saturday – Sunday 8:30 am – 9:30 am

Lunch: Monday – Sunday Noon – 2:00 pm

Evening Meals: Monday – Saturday 7:00 pm – 9:00 pm

We hope you enjoy your stay!