

# YORK HOUSE HOTEL

## Reservations

### Rates

All rates are inclusive of Service and VAT at the current rate.

### Payment

When booking you will be required to provide A 50% non-returnable deposit. Payment for your stay, including extras, will be required in full upon departure from the hotel.

### Cheque Payments

You may have been made aware by your bank, that as of 30th June 2011, the UK Domestic Cheque Guarantee Scheme will close. This means that it will be no longer possible to guarantee a cheque under the Scheme after this date. With the closure of the above scheme, York House Hotel will no longer be accepting personal cheques as a method of payment from 1st July 2011. We do still however accept all major debit and credit cards, for which we do not generally charge a transaction fee, providing the payment is not less than £20

### Cancellations

. If you depart early, you will not receive a credit or refund for the unused nights. (we may under exceptional circumstances only charge the deposit plus nights stayed)

### Check-In

Bedrooms are available from 2pm on the day of arrival and must be vacated by 10:30am on the day of departure.

### Special Requests

Please discuss any dietary, physical or other needs prior to arriving so we can make any arrangements you may require.

### Pet Policy

With the exception of working dogs for [disabled people](#), our hotel does not accept pets.

### Parking

York House Hotel has its own car park which is available free of charge to residents. All cars are parked at their owners risk and York House Hotel does not accept any responsibility for damage or theft from vehicles parked within hotel premises.

Once a room is occupied it is deemed used and full price must be paid.

Any abuse whatsoever towards any member of staff will not be tolerated, any person found to be doing so will be asked to leave. NO refunds will be given.

Any Guest making a nuisance or disturbing the peace or enjoyment of other guests will be asked to leave whereupon no deposit or otherwise monies being paid in respect of rooms will be refunded.

York House Hotel is always willing to discuss any unexpected matters and aim to be flexible whenever we can. Our mission is to make your stay as relaxed and enjoyable as possible.