

Frogg Manor Hotel & Restaurant

Terms & Conditions

Boring it maybe, but politically necessary.
Especially terms relating to cancellations and life-threatening nut allergies.

Special Dietary Requirements

We regret that we are not able to accommodate any person(s) with a serious and/or life-threatening nut or food allergy as we cannot guarantee the provenance of every item of food in our kitchen. We are happy to cater for any other dietary needs, such as gluten-free, vegetarian, vegan and exclude any ingredients in the preparation of any particular dish but please tell us at the time of booking as we can provide more interesting choices with prior notice.

Cancellation

Your reservation is made with John Sykes trading as the Frogg Manor Hotel & Restaurant ("the hotel") and represents a legally binding contract between you and the hotel. This contract may be verbal and not necessarily in writing. For bookings of 2 rooms or more, and/or 3 nights or more, and/or special events and public holidays, we require a minimum of 7 days notice of cancellation or amendment of any reservation to avoid a cancellation charge of at least 50% of the total value of the reservation as detailed in the confirmation letter or verbal booking. For other bookings a minimum of 2 days notice is required. At the sole discretion of the proprietor, the charge MAY be waived in part if we are able to re-let the cancelled room(s) in part, and WILL be waived in full if the total value of the booking can be replaced in full. Please note, in respect to restaurant bookings of parties of six or more, written confirmation will be required for all Saturday night bookings and bookings throughout December. Any reduction in numbers booked must be advised not less than 24 hours. In the event that numbers are less on the night than those booked. Frogg Manor reserves the right to charge the full food rate for the total numbers booked. Offers may not be used in conjunction with any other offer or special package rate and that ALL special offers or discounted rates exclude Saturday nights and 7th to 31st December. We require a valid credit card to secure bookings and reserve the right to charge the card for cancellations falling outside the permitted time scales, as detailed above. By entering into this contract you are authorising us to make the above charges to the card without any additional consent being required.

Smoking

All bedrooms are non-smoking. We reserve the right to charge an extra night's stay (at the prevailing B&B rate and using the credit card given to secure the booking) if we have to especially clean and air the room for 24 hours before another guest can occupy it.

Children

Children are welcome, but it must be noted that we do not provide special children's food any food taken will be part or whole of menus available. Children sharing a room, on a "Z" bed will be charged £15.00 for linen and continental style breakfast.

Dogs (and Cats)

We are dog friendly. Dogs are permitted in bedrooms, however a surcharge will be made to the accommodation tariff for extra cleaning as follows.

Sherlock Holmes & Nightingale - £10.00

Mountbatten & Bronte - £15.00

Churchill & Lord Nelson - £20.00

Wellington & Lady Guinevere - £25.00

Dogs are not permitted in restaurant or main lounge, but are permitted on a lead in bar lounge.

Damage

In the unlikely event of replacement, cleaning or repair being required to any item(s) belonging to the hotel, or the fabric of the hotel itself, because of wilful damage, or damage incurred because reasonable precautions have not been taken, we reserve the right to reclaim all and any costs incurred including lost of business by charging the credit card given to secure the booking, without prior consent being required. Invoices will be supplied to support the claims/costs charged.