

Terms and Conditions

Welcome to The Old Stone Trough Hotel, operated by Stonetrough LTD. By using our website, you agree to be bound by the following terms and conditions. If you do not agree to the Terms, you must immediately stop using the website.

1. **Booking and Payment** Bookings can be made online through our website, over the phone or in person. Payment for the booking can be taken at the time of booking. We accept payment by most major credit and debit cards. If you need to cancel your booking, please refer to our cancellation policy.
2. **Cancellation Policy** If you need to cancel your booking, you must notify us at least 24 hours prior to the check-in date. Failure to do so will result in the first night's charge being applied to the credit or debit card used to make the booking. No-shows will be charged for the full amount of the booking.
3. **Pricing and Availability** All prices quoted on our website are inclusive of VAT at the current rate. Prices may vary depending on the date and duration of your stay. All bookings are subject to availability, and we reserve the right to refuse any booking at our discretion.
4. **Guest, Conduct** We expect all guests to conduct themselves in a respectful and responsible manner during their stay at the Hotel. Any guests found to be causing damage to Hotel property, behaving in a threatening or abusive manner towards other guests or staff, or engaging in any illegal activities, will be asked to leave the Hotel immediately and may be reported to the authorities.
5. **Liability** We do not accept liability for any loss or damage to personal property during your stay at the Hotel, except where such loss or damage is caused by our negligence or breach of duty. We do not accept liability for any injury, illness or death arising from any activities or events outside of the Hotel.
6. **Data Protection** We are committed to protecting your personal data and complying with all applicable data protection laws.
7. **Amendments to Terms** We reserve the right to amend these Terms at any time. Any amendments will be posted on our website and will be effective immediately. Your continued use of the website after any such amendments will be deemed to be acceptance of the revised Terms.
8. **Governing Law** These Terms shall be governed by and construed in accordance with the laws of England and Wales. Any disputes arising from these Terms, or your use of the website shall be subject to the exclusive jurisdiction of the English courts.
9. **Contact Us** If you have any questions or concerns about these Terms or the Hotel, please contact us at reservations@oldstonetrough.co.uk