

## Reservation Terms & Conditions

### Rates

Please note rates displayed on the website are subject to change and availability.

### Payment

All reservations must be guaranteed by a valid credit/debit card and payment of the full balance is required upon arrival.

### Advanced Purchase Rates

Advance purchase rate bookings require full payment at the time of making the reservation. This is non-refundable and non-transferable. Should the full payment be declined then the reservation will automatically be cancelled.

### Amendments & Cancellations

Should you need to make an amendment or cancellation of your accommodation booking no charge will be made providing the cancellation or amendment is received before 16:00 on day of arrival. This policy does not apply to advance purchase rates or promotional rates.

In the event of a non arrival the first night's room rate will be chargeable to the credit/debit card provided to guarantee the booking, in the event of a non arrival on an advanced purchase rate then the full charge will be forfeited.

### Family Rooms

Please do contact the hotel direct with regards to your specific requirements.

### Special Requests

We make every effort to accommodate special requests but these cannot be guaranteed.

### Check In & Check Out

Rooms are available from 14:00 on the day of arrival and until 11:00 on the day of departure.

### Pets

Well behaved pets are welcome to stay at a charge of £10.00 per pet, per night. We only allow pets to stay in specifically allocated bedrooms. Therefore the hotel must be advised when making your reservation if you wish to bring a pet and will only be allowed subject to suitable room availability.

Well behaved pets are allowed in the hotel lounge area but not in the bar or restaurant.

### Guest Behaviour

All guests are expected to conduct themselves in an acceptable manner and not to disrupt the enjoyment of others. If, in the opinion of the Hotel Management, your behaviour is causing or likely to cause danger, distress or annoyance to other guests, customers, staff or damage to hotel property we reserve the right to terminate your hotel booking, you will be required to leave the property immediately and we shall have no further obligations to such person.

### Non Smoking Hotel

We are a 100% non smoking hotel. Smoking is only permitted at our outside designated smoking area. Guests who smoke in our bedrooms (which includes leaning out of bedroom windows) will be fined and immediately charged £100.00 to cover the cost of deep cleaning.

### Website Content Accuracy

Whilst every effort is made to ensure that the information contained in this site is correct, the George Hotel, Swaffham may make changes to content and information at any time without notice. By using this website you assume the risk that the information on this website may be incomplete, out of date or may not meet your requirements.