THE BECKFORD ARMS

Wiltshire

Terms and Conditions and Other Useful Information:

First and foremost, we are most interested in looking after every single one of our guests as best we can. The following is the boring but necessary 'small print' as a condition of booking or staying with us:

Checking in and out: Our rooms are available to check in from 3pm and check out is 11am. Should you wish to check out later please ask us. We cannot guarantee this, but will always try our best to accommodate your request.

Cancellations and alterations: Cancellations made within 1 week of your arrival date, which we are unable to resell, are fully chargeable. We are a small inn and unfortunately have to stick rigidly to this rule, without exception. We require a credit card to reserve your room and this would be charged in the event of cancellation. If the card given cannot be charged then you acknowledge that the outstanding amount becomes a debt and we reserve the right to collect this money through any other appropriate means. Should you wish to change something about your booking please email or call us and we will try our best to fulfil your wishes. We will always try to resell any cancelled room, so there is no charge to you.

No-shows: If you have booked but do not arrive and stay with us without having previously cancelled, you will be charged in full as if you had stayed.

After hours: There is no-one on site between 1am and 7am. You will be given an emergency telephone number of a manager should you require any assistance in the night. Alarms and CCTV protecting you are automated.

Allergies and intolerances: Should you suffer from any food allergies or intolerances please make your waiter aware. Our kitchen can accommodate nearly all requirements and we will always do our best to ensure you have something delicious to eat. If you have a feather allergy please let us know on booking your room (or at least a day before your stay), so that we can swap our normal Siberian goose down bedding for hypoallergenic bedding.

Phone signal: The mobile phone signal at The Beckford is quite weak, though, it is still possible to make a call on most networks, but not necessarily from everywhere in the building. The signal at the lodges is very weak.

Vouchers: Our gift vouchers are valid for 12 months from their date of issue and are non-refundable.

Credit card charges: You authorise us to charge your credit card for any charges incurred. This includes any damage or removal of property from the rooms, including Bramley Products.

Payments: We accept most cards apart from American Express. We also do not accept cheques (including travellers cheques) under any circumstances.

Parking: We have a car park and street parking adjacent to the main car park. We cannot guarantee that there will be a parking space for you on arrival as we are often very busy at lunch. The car park tends to empty out towards our check in time of 3pm. Please be careful about pulling into or out of the pub car park, as although we are in a remote location cars can speed through. We have never had an instance of car theft in our car park but please be aware you are solely responsible for your car and its contents. Please also park with respect to other guests.

Data and Wifi: There is free wifi throughout the building (and in the lodges though internet is slow here). We have installed a fibre line (at great expense) but please use data responsibly so that all guests can benefit from this. We keep your data securely but are not responsible for your use of the internet, again please use responsibly! There is usually a member of staff who can help you with IT issues but in this event we are not responsible for any consequential damage to your equipment.

The Fonthill Estate: The Beckford Arms sits on the edge of the glorious Fonthill Estate. Some of the Estate has public footpaths and we provide a map to show where you can walk around the lake. Please

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remember that the Estate is private property, a working horse stud and holds game and clay shoots throughout the year. So please do respect all notices carefully and if in doubt ask us.

Smoking: Smoking and vaping is not permitted anywhere inside the pub. Ashtrays are provided at the front of the building and to the rear on the terrace, where there is also a nice smoking shelter. There is a cleaning charge for any guests found to be smoking in their rooms, which may be taken from the credit/debit card details given during booking. Cigars cannot be smoked in the building under any circumstances.

Disabled access: Our public areas are all on one level but there is always at least one step to get to the loos. Because we are a listed building there is no viable way to have a full sized disabled toilet. Our bedrooms are located on upper levels and there is no mechanised lift. We are very sorry for this but it is a function of the buildings age, size and planning restrictions. We will always do our best to help.

Keys: Keys are to be returned upon check out. Should you mistakenly take a key home, please let us know and send it back to us as soon as possible. Should a key be taken home and not returned within a week we shall replace this key and there could be a charge.

Walking to lodges: Please take special care when walking to and from the Splendens Pavilions (our lodges). The road is unlit and there is no pavement, torches are provided in the lodges.

Picking you up or dropping off at Tisbury station: We try to accommodate this request wherever possible. Please note this is very tricky during lunchtime service (12pm to 2.30pm) or at the height of supper service (7pm to 9pm). Also a condition of this is that you indemnify us against any accident occurring on this short journey. We are also not responsible for making sure that you make your train (though we will do our best!).

Room security: We recommend that you keep your bedroom locked when vacant. You are responsible for your possessions during your stay. Many household policies will cover your possessions in the event of an incident, or theft, which we have never had to date.

Bramley Products: Our gorgeous, natural Bramley Products are available in your room in generous full size bottles. This is much nicer and more environmentally friendly then disposable small bottles. These are available for your use during your stay, but please do not remove from your room or we may charge you for them. The full range is available to buy and take home with you at the bar.

Dogs: Unless you are specifically booked into our dog room you may not have a dog or any other pet in a room. This is because, whilst we love dogs, some guests do not and have allergies to them, so cleaning is extensive after a dog stay. We may make an extra charge if a dog is found to have stayed in a room to reflect this. Some guests choose to leave dogs in cars - in this circumstance you are solely responsible. Dogs are allowed in public areas downstairs but may not stay the night here as they may trigger alarms.

Please take particular care with dogs on The Fonthill Estate where there are sheep and race horses. A dog chasing a farmer's animal may be shot.

Supper B&B rates: These include a three course supper from our normal daily menu of up to £60 per couple, not including drinks. We cannot offer a refund if your choices total less than this.

Unruly guests: Thankfully everyone who stays at The Beckford is lovely! But we do ask that you respect your fellow guests (particularly noise wise) and our staff. We have never had cause to do this yet, but in extreme circumstances management does have the sole right to remove unruly guests, with no refund.

Noise: Please be aware we are a working pub with rooms above, in an old building. So there is some inevitable noise that travels up to the bedrooms. We have made special physical alterations to mitigate this and we do our best to make sure that this is reasonable (where within our control), particularly early morning and late at night, but there may be some more noise than in, say, a purpose built modern hotel.

Notices to us: Please do not rely on simply sending in an email or leaving message for any requests. We pick up pretty much everything but occasionally will miss something, so please make sure your request is acknowledged by us.

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