

The Sibson Inn Hotel Terms and Conditions for Bookings

General Information

- 1.1. These terms and conditions apply to all bookings made at The Sibson Inn Hotel ("the Hotel").
- 1.2. By making a booking, you agree to abide by these Terms and Conditions.

2. Booking & Payment

- 2.1. No deposit is required to confirm a booking.
- 2.2. Full payment is due upon check-in unless otherwise specified.
- 2.3. We accept payment via bank cards, bank transfers (received at least one day before the check-in date) and cash.
- 2.4. The guest making the booking accepts full personal liability for all charges incurred during the stay by themselves and all members of their party, including but not limited to room charges, damages, cleaning fees, and all food, drink, and services consumed at the hotel's bar and restaurant. This liability continues even if individual party members consume services independently.
- 2.5. By providing a bank or credit card during booking or check-in, the guest authorises The Sibson Inn Hotel to charge that card for any unpaid balances, including (but not limited to) damages, cleaning fees, and any food or drink consumed as well as ordered and not consumed at the hotel's bar or restaurant during their stay.

3. Cancellation, No-Show Policy and Refunds

- 3.1. Cancellations can be made free of charge up to **24 hours before the check-in date**.
- 3.2. Cancellations made **less than 24 hours before check-in** will be charged for the first night's stay.
- 3.3. Failure to arrive without prior notice (no-show) will result in the full booking amount being charged.
- 3.4. Refunds are issued under the following circumstances:

- 3.4.1. **Cancellations made at least 24 hours before check-in:** Full refund of any pre-paid amounts.
- 3.4.2. **Cancellations made less than 24 hours before check-in:** No refund; the first night's stay is charged in full.
- 3.4.3. **No-shows:** No refund; full booking amount is charged.
- 3.4.4. **Evictions due to breach of guest conduct policies** (Section 5): No refunds issued.
- 3.4.5. **Early departures:** No refund for unused nights unless agreed in writing by hotel management.
- 3.5. Refunds will be processed to the original payment method within 7–10 business days.

4. Check-In & Check-Out

- 4.1. Check-in time is from **3:00 PM – 10:00 PM**.
- 4.2. Guests arriving after **10:00 PM** must notify the Hotel at least 24 hours in advance. Failure to do so may result in the booking being cancelled as a no-show.
- 4.3. Check-out time is by **10:30 AM**.
- 4.4. Late check-out is subject to availability and may incur an additional charge. Please check with reception on the day of departure.
- 4.5. Guests are responsible for settling all bar and restaurant charges before check-out. Unpaid balances may be charged to the card on file without additional notice.

5. Room Occupancy & Guest Conduct

- 5.1. The number of guests per room must not exceed the confirmed booking.
- 5.2. Guests must respect other guests and hotel staff. Any disruptive behaviour may result in eviction without a refund.
- 5.3. **Smoking and vaping are strictly prohibited** in all rooms and indoor spaces. A **cleaning fee of £50** will be charged for violations.
- 5.4. **Pets are allowed in designated rooms only**. A **pet fee applies**, and advance notice is required when booking.
- 5.5. Guests must treat hotel staff and other guests with courtesy and respect at all times. Any behaviour deemed abusive, threatening, aggressive, or otherwise inappropriate—including shouting, swearing,

or making offensive remarks—may result in immediate eviction from the premises without refund. The Hotel reserves the right to determine what constitutes unacceptable behaviour.

- 5.6. Illegal activities and anti-social behaviour are strictly prohibited anywhere on the premises. This includes, but is not limited to, the use or possession of illegal drugs, drug paraphernalia, or any substances prohibited by law. The Hotel reserves the right to ask guests to leave immediately if they engage in such conduct. In such cases, the guest remains liable for the full cost of their stay, and no refunds will be issued.
- 5.7. The Hotel reserves the right to refuse service or entry, or to ban individuals from the premises if their behaviour is deemed inappropriate, disruptive, abusive, or unsafe.
- 5.8. The Hotel reserves the right to enter guest rooms at any time for safety, security, maintenance, legal compliance, or when there is reasonable suspicion of policy violations. Where possible, reasonable notice will be given unless circumstances require immediate entry.

6. Children and Babies

- 6.1. Children aged 17 and under are welcome to stay with accompanying adults. Additional charges apply for extra beds or sofa beds.
- 6.2. For safety reasons, children must be accompanied by an adult in public areas.
- 6.3. Babies up to 2 years old may stay in a cot, which can be provided (subject to availability). Parents must provide the child bedding.
- 6.4. Cot requests should be made at the time of booking or prior to arrival to ensure availability.
- 6.5. Parents and guardians are responsible for the supervision and care of babies in the hotel.

7. Damage & Liability

- 7.1. Guests are responsible for any damage caused to hotel property during their stay and will be charged accordingly.
- 7.2. The Hotel is not responsible for lost or stolen items. A safe may be available for valuables.
- 7.3. The Hotel reserves the right to charge the guest's card for damages or missing items post-checkout.

8. Group Bookings & Exclusive Hotel Hire

- 8.1. The Hotel allows **group bookings and exclusive hotel hire**.
- 8.2. Additional terms may apply to group reservations, including cancellation policies, deposit requirements, and minimum stay conditions. A non-refundable deposit may be required to secure group bookings or exclusive use, subject to agreement.
- 8.3. Please contact us directly for details on **Group & Exclusive Hire Terms**.

9. Third-party bookings

- 9.1. Guests booking through third-party platforms are also subject to these Terms and Conditions. In the event of a conflict between these terms and those of a third-party platform, these terms shall prevail regarding behaviour and liability.

10. Complaints and Feedback

- 10.1. The Sibson Inn Hotel is committed to delivering a high standard of service.
- 10.2. If you experience any issues during your stay, please report them to reception as soon as possible so we can address them promptly.
- 10.3. If the matter is not resolved to your satisfaction, you may submit a formal complaint in writing by email to info@sibsoninn.com or by post to The Sibson Inn Hotel, Great North Road, Stibbington, Peterborough, PE8 6ND, ideally within 7 days of your departure.
- 10.4. We aim to respond to all written complaints within 10 working days.

11. Force Majeure

- 11.1. The Hotel is not liable for cancellations or changes due to unforeseen circumstances such as extreme weather, government restrictions, or other events beyond our control.

12. Governing Law

- 12.1. These terms are governed by the laws of England and Wales.