



Welcome to  
*The Lion*  
At West Pennard

## TERMS & CONDITIONS

CHECKING IN & OUT. Check-in begins at 2pm and check-out is at 11am. In some cases, there may be a small delay getting your room ready for 2pm, for which we sincerely apologise. We will always ensure you are welcomed warmly and provided a comfortable place to relax until your room is ready.



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If you require a later check-out, please let us know as soon as you possible can. We will try to be as accommodating as possible with this request, as we want our guests to be able to stay and relax for as long as possible at The Bradley Hare.

FOOD SERVICE TIMES. Breakfast: 8am – 11am; Lunch: 12pm – 3pm; Dinner: 6pm – 9pm (no dinner service available on Sundays).

BREAKFAST. A continental and cooked breakfast is included in all room rates. Breakfast is served from 8am until 11am. If you require breakfast any earlier, please let us know at the time of your booking or, at the latest, within 24 hours' notice of your booking. You do not need to book a table for breakfast if you are staying with us.

DRESS CODE. There is no dress code. Please come in whatever you feel comfortable in, but please refrain from wearing anything that could be offensive.

RATES. All our rooms have a rate (inclusive of VAT), this includes breakfast. This rate is pre-paid in advance of your stay.

PAYMENTS. We only accept payment by card, although card payments are preferred. We accept all major European cards, including American Express. We do not accept payment by cash, cheque or travellers cheque.

MINIMUM STAYS. We have no minimum stay requirement with the exception of certain weekends when there is a major event on locally.

CANCELLATIONS & NO SHOWS. We have a 2-day cancellation policy on all room bookings. If you do not cancel within 2 days of your booking, we will still charge you the full amount of your booking. If you do not show up for your booking, you will receive no reimbursement.

**CAR PARKING.** We have a car park at the Pub, which all guests are able to use. All vehicles and their contents are solely at the owner's risk and the Pub is not liable for any damage. Please ensure that you park in a way that is respectful to other guests.

**CHILDREN & FAMILY.** If you have young children that require a cot, you will be required to provide this. There is no provisions for extra beds.

**DOGS.** Dogs are allowed in all areas of the pub. However, we would like to politely ask that all dogs are kept under control by their owners. They must remain at their owner's table at all times and should be put on a lead if necessary. This will be a huge help to the team and guests at The Lion, as it will prevent our furry friends from being trip hazards and protect those who suffer from allergies. If you have booked a meal in the Dining room and will be bringing your Guide dog, please inform us beforehand. We do allow dogs to stay overnight in our rooms, but we would ask that you inform us prior to your stay if this is the case. We may also charge a small fee for the extra cleaning. Finally, we politely ask that you take care to pick up your dog's mess.

**SECURITY.** While there are alarms and CCTV on the premises, all guests are responsible for their own belongings. We recommend that you keep your room locked when vacating your room.

**AFTER HOURS.** There will be no staff members on site between approximately 11pm and 6.30am. If you require assistance during the night, you will be given a selection of emergency numbers to call.

**GUEST BEHAVIOUR & NOISE.** We ask that all guests are mindful of one another when dining at The Lion. We must also be mindful of the houses around us to ensure we do not disturb our lovely village. If any of our guests are rude or dismissive to staff or other guests, we have the right to ask them to leave, although we sincerely hope this never happens. As some of our rooms are located above the kitchen and bar, there may be some occasional noise. However, we have done our best to mitigate all disturbances.

**SMOKING.** Smoking and vaping are not permitted inside any of our buildings. If the smell of smoke is detected in your room upon departure, we may charge an extra fee for the additional cleaning required.

KEYS. Your keys should be returned at the end of your stay. If you have taken one of keys following your departure from The Lion, it must be returned within a week to avoid facing a charge.

COVID-19. We are following all government guidelines and working on best practice measures in the Pub and in our rooms. We ask our guests to respect any restrictions we have implemented and follow the government guidelines.