

LONG MELFORD
Swan

THE
HADLEIGH
RAM


LAVENHAM
GREYHOUND



**AA RESTAURANT
WITH ROOMS
OF THE YEAR
2018-19**

LONG MELFORD SWAN – ROOM BOOKING POLICIES

Deposits

50% of the total reservation amount is required at the time of booking to secure a room reservation. This is refundable as set out in the 'Cancellations' section of this policy.

Earlybird Non-Refundable rates & certain special offers require 100% of the reservation total at the time of booking and are non-refundable as detailed below.

Transferral of deposits is at the discretion of the Group General Manager.

Pre-Authorisation

A pre-authorisation of £150 is required at the time of check in before any additional charges can be made to a room. This can be performed on either a credit or debit card, no payment is taken, it simply ensures that in the event of an emergency or an early departure funds would be available to Long Melford Swan to cover any additional expenses that may be incurred. It is possible for a guest to check into a room without pre-authorisation however full payment for the room must be made at check in and all restaurant bills would need to be paid before retiring to the room.

Cancellation

Bookings can be cancelled or changed up to 1 week before 12:01am on the day of check in, free of charge. If changing the deposit will stand, if cancelling the deposit will be refunded. Cancellation after this will incur a charge of 50% of the booking total charges. If the room is cancelled within 24 hours of the day of arrival, i.e. after 3:00pm the day before arrival, 100% of the total booking charges are payable. Bookings can be amended up to 1 week before the day of arrival, an administration fee may be payable.

Where the booking has been made under a special advanced booking deal or discount, these bookings cannot be cancelled or amended and 100% of the charges will be payable at time of booking and cannot be amended.

If you decide to change or cancel within the policies above, the change or cancellation is not accepted by Long Melford Swan Ltd. until a confirmation email is received by you which will confirm the changes or cancellation you wish to make.

LONG MELFORD SWAN LTD

PHONE 0844 351 1000

OFFICE 5 MARKET PLACE | HADLEIGH | SUFFOLK | IP7 5DL



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Check In & Check Out

Check in is between 3pm & 10pm.

An earlier check-in time can be arranged in advance but consent must be given by a manager and we reserve the right to refuse. Early check in will not grant early access to a room. This option is available for guests looking to stow luggage who will be returning to The Swan after 11pm.

Late check in cannot be permitted.

In the event that an attempt is made to check-in outside of the stated times without prior consent from management, we may cancel the booking and charge in full for the room.

Pets

The Long Melford Swan does not accommodate pets in any room. Guests found to be in breach of this policy will be asked to leave and the room will be charged in full. Additional cleaning fees will also apply.

Smoking

Smoking is not permitted in any room at The Long Melford Swan.

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