



## ORCHARD CLUB – GENERAL TERMS & CONDITIONS

Orchard Club is a guest-house-type hotel with 12 letting bedrooms.

We are an AA 4 star guest house with a highly commended grading for excellence, and also have an award from the AA for our breakfasts, which are of the highest quality, with options for vegetarians and vegans as well as the fresh-cooked Full English.

### ROOM RATES 2023

Please note that rates are subject to change and the latest correct prices are found on our website.

Cheaper last-minute booking rates and selected special offers may be available from time to time – please enquire.

Our Tariff Rates are as follows::

<b>Single</b> standard single (3ft) bed	<b>£100 a night</b>
<b>Small Double</b>	<b>£120 a night; £100 a night single</b>
<b>Standard Double</b> standard double (4ft 6in) bed	<b>£140 a night; £120 a night single</b>
<b>Superior Double or Twin single</b> extra large (6ft) double bed or 2 x 3ft beds)	<b>£160 a night; £140 a night</b>
<b>Large Superior Double single</b> extra large (6ft) double bed or 2 x 3ft beds)	<b>£175 a night; £150 a night</b>
<b>Four Poster Room</b> standard (4ft 6in) double bed	<b>£175 a night; £150 a night single</b>
<b>Family Room</b> extra large (6ft) double bed or 2 x 3ft beds plus 1 or 2 extra 'guest' beds for children.	<b>£195 a night for family of four; £185 for a family of three; £175 a night as a double; £150 a night single</b>

All rooms are en-suite (except the Small Double Room which has a private bathroom across the corridor) and rates include English breakfast (cooked to order) and VAT at 20%

### 1. RESERVATIONS

We require credit/debit card details to confirm the reservation. We do not take a deposit (except for exclusive use – see below). The reservation constitutes a contract between the guest and Orchard Club and Orchard Club reserves the right to make a full accommodation charge in the event of cancellation.

### 2. WEEKEND ACCOMMODATION

We sometimes need to impose a two night minimum stay when the booking includes a Saturday night.

### 3. CANCELLATION POLICY FOR INDIVIDUAL RESERVATIONS

Any reservation cancelled after 9am two days before arrival day may be charged to the credit card provided at the full cost of the total stay unless we are able to re-let the accommodation, which we would make every effort to do.

### 4. CANCELLATION POLICY FOR GROUP BOOKINGS

Orchard Club reserves the right to charge the following sums for any loss of income due to cancellation, non arrival, or substantial reduction of numbers confirmed for services as follows, unless a booking is obtained for the same dates, from a third party, on not less favourable terms:

Cancellation - 1 to 3 months in advance 50% of total anticipated charges

Cancellation - 14 to 30 days in advance 70% of total anticipated charges

Cancellation - 3 to 13 days in advance 80 % of total anticipated charges

Cancellation - less than 3 days in advance 100% of total anticipated charges

In all instances, notification of cancellation must be made in writing and will be effective on the date received by Orchard Club.

## 5. EXCLUSIVE USE

Orchard Club can be booked for exclusive use by groups. In this case we do require a deposit of £250, which is deductible from the final account and is non-refundable unless a booking is obtained for the same dates, from a third party, on not-less-favourable terms; and the cancellation policy is as for group bookings – see 4. above.

## 6. ARRIVAL/CHECKOUT TIME

Check-in is from 4.00pm to 10.00pm.

Check-out by 10.30am (Mon to Fri); 11.00am (Sat, Sun & Bank Hols), unless special arrangements have been made. It is helpful if guests let us know their estimated time of arrival. Rooms are available from 4pm.

We try to be flexible and may be able to make arrangements for an early check-in or late check-out if given prior notification. Charges may apply, please check.

## 7. CHILDREN

Children are most welcome at Orchard Club. However in common with most hotels, and for safeguarding reasons, we don't permit under-18s to stay in any of our rooms without an adult. In order to accommodate larger families, please ask about whether we can add extra beds to a room.

## 8. CAR PARKING

There is limited on-site parking behind Number 9 York Place (second entrance after you pass the Orchard Club). There is also some on-street parking close by and a large and inexpensive public car park two minutes' walk away in York Place.

## 9. ENTRANCE

The main entrance is through the conservatory at the back of the building. Guests are asked to ring the video doorbell to the right of the entrance door.

## 10. KEYS

We provide guests with a set of keys to their room and the main entrance and ask them to take the keys with them so they can

regain access to Orchard Club at any time. There is a charge for these keys should they be lost.

## 11. BREAKFAST TIMES

Mon to Fri 7.30am to 9.30am

Sat, Sun & Bank Hols: 8.00am to 10.00am

*We try to be flexible and are happy to serve earlier breakfasts if specially requested.*

## 12. OWN FOOD

We do ask that any hot food be consumed in our dining room not in our bedrooms. Any damage caused will be charged for.

## 13. BEDDING

To avoid any issues with allergies, our beds do not feature feather or down duvets or pillows. Extra blankets are always available on request.

## 14. INTERNET

High speed Wi-Fi is provided free of charge throughout the property.

## 15. NON-SMOKING

Please note that Orchard Club is totally non-smoking throughout. Guests are welcome to smoke in our courtyard and an ashtray is provided under the archway. Guests smoking in a bedroom will be charged £100 for additional cleaning and airing.

*If we are unable to sell the room the following night due to the smell of tobacco, guests will also be charged the full value of lost revenue up to a value of £230.*

## 16. PETS

Sorry, but we do not accept pets at this time. Assistance dogs are permitted but please let us know before arrival.

## 17. FURTHER INFORMATION

Further information about Orchard Club and directions can be found on our website at [www.orchard.club/knaresborough](http://www.orchard.club/knaresborough)