



Reservation Terms and Conditions

Please read the following terms and conditions for our accommodation rooms carefully before making a reservation. By booking a stay at our hotel, you agree to abide by these terms and conditions.

Check in and Check Out

Accommodation Rooms Check in is from 4pm and check out is before 11am.

Campsite check in is from 2pm and check out is before 11am.

Early check in or late check out may be available subject to availability. There is a £10 charge and this must be arranged with Square and Compass directly by telephone 01629 733255.

We reserve the right to charge the card on your booking for a £10 late check out fee if you remain in your room after the standard check out time of 11am.

Breakfast

Breakfast is available for guests staying with us both in the accommodation rooms and on the camp site. Breakfast is payable directly and guests are required to book a table the night before.

Entertainment

Square and Compass host's several live entertainments during the year; it is the guest's responsibility to check with Square and Compass directly via telephone regarding any entertainment that may disturb their stay.

Car Park

All accommodation guests are to use the carpark adjacent to the Square and Compass and provide the vehicle registration when booking in. Camping Guest are to place their vehicle within their pitch, one car per pitch. Any guest visiting the campsite must park their vehicle on the carpark, adjacent to the Square and Compass and notify us of their visit.

Any vehicle left in the carpark or on the camping site, do at their own risk, Square and Compass take no responsibility for any damage to vehicles or any belonging that has been left within the vehicle at any time.

Dogs

Square and Compass is pet friendly in the main public area. Dogs staying on the camping field, must be always kept on a short lead and up to a maximum of 2 dogs per pitch. Owners must ensure that dog foul is disposed of using the bins provided. Unfortunately, pets are not allowed in our accommodation rooms.

Smoking

Smoking (including the use of e-cigarettes is not permitted in any part of the premises other than in the designated smoking areas outside. You must not smoke in any of our accommodation rooms or public areas or interfere with our fire detection system. If you do so, this will be regarded as a breach of the terms and conditions of your stay. Smoking in the

accommodation rooms or public areas will result in a £100 fine. We also reserve the right to terminate your booking and charge your payment card with; (1) the cost of specialist cleaning, (2) repair or replacement of fire detection equipment, (3) the cost of the room for any period it is unusable, and (4) our administrative expenses.

Room Keys and Room Name Paddles

All room keys and the assigned room name paddles must be returned to us on check out. If a key is not returned, has been lost or has been damaged, we may charge you for a replacement key and/or lock as required. If a room key is not returned after checking out, we request you to contact Square and Compass directly to make arrangement to return the room keys.

Theft and Wilful Damage

The removal of any items from your accommodation room without authorisation or the intentional damage to the accommodation room or camping facilities is a breach of the terms and conditions of your stay and a criminal offence. If you remove any items from your accommodation room/camping facilities or wilfully damage the accommodation room/camping facilities, this will be regarded as a breach of the terms and conditions of your stay. We reserve the right to terminate your booking, contact the police and charge your payment card with: (1) the cost of replacing any removed item(s), (2) the cost of repairing the room where damaged, (3) the cost of the room for any period it is unusable, and (4) our administrative expenses. We may also instruct a third party to recover these costs on our behalf.

Flooding

The Square and Compass premises and camping field is in a flood zone, at times of potential flooding guests may be asked to vacate immediately, as this is a natural phenomenon the Square and Compass will not take any liability to any loss and/or damage to vehicles, tents, caravans and belonging's during a flood.

Guests must ensure that the Square and Compass has the appropriate contact details so that staff can notify guests at the time, a flood alert is given. Guests need to make their own arrangements, if/when a flood occurs.

For Safety and Security Reasons

Guests must not:

- Bring into Square and Compass, any electrical appliances that may set off the fire alarm system, such as toasters, rice cookers, mini cookers or portable grills.
- Tamper with or cover any fire alarms or emergency equipment
- Cover any electrical heaters so as to create a risk of fire
- Store items (personal or otherwise) which could cause damage to the room, or be a risk to the health and safety of our guests, staff or property.

- Prevent us (including our maintenance and housekeeping staff) from accessing your room(s) as and when we reasonably require. We reserve the right to change your room allocation at any point during your stay for any reason.
- Remove, damage or destroy any of our property.
- Use any WiFi connection to download or access any unlawful, offensive, or obscene material.
- Cause any disturbance to our guests or staff; or act in a manner which we determine to be indecent, lewd, harassing, threatening, abusive, inflammatory, fraudulent, illegal or otherwise objectionable.
- Smoke anywhere inside any of the Square and Compass premises. This includes the smoking of e-cigarettes. Smoking is permitted outside.
- Smoking on Square and Compass premises other than outside will result in a £100 fine and recovery of associated expenses – this includes smoking in your room(s).
- Bring any form of firearm, firearm components, weapons, or ammunition onto the premises, including car parks, camping site or in luggage.
- Undertake any filming or media content creation in any areas of the Square and Compass without the prior written authorisation and consent.
- If you or your group damage or cause loss of any kind to the Square and Compass or other guests of their property, you (as the person making the booking) will be responsible for that damage or loss and you shall be liable to pay to Square and Compass on demand the amount required to make good or remedy such damage or loss.
- If you or your group cause damage to Square and Compass, other guest or their property, or otherwise breach any of these terms and conditions, Square and Compass reserves the right to:

Cancel your reservation(s) with immediate effect and (if appropriate) eject you from our premises.

Change the locks

Restrict access to your room(s) and main amenity

Remove your items from the room and premises, including the camp site, disposing of such items (at no cost and no liability) to a local charity to the extent such items are not collected from us within 7 days of removal.

Retain all sums paid by you and/or charge you the full amount of your reservation

Refuse or cancel future reservations from you; and/or refuse you entry to your accommodation /Camping site.

Square and Compass reserves the right to decline or cancel a reservation made and stays in progress by those who have previously breached these terms and conditions (as may be updated from time to time), whether the reservation is in that name or not.

Square and Compass will not be liable for any refund or compensation in any of the above circumstances.

Cancellation Policy

The guest can cancel free of charge until 2 days before arrival. The guest will be charged the total price of the reservation if they cancel in the 2 days before arrival.

Additional Rules and Important Information for our Campsite

- **Strictly** no fires
- **BBQ's** – Gas and coal BBQs allowed as long as they are 2 foot & free standing off the ground.
- **Drive slowly and carefully, Keeping to 5mph**
- **Keep the campsite tidy.** Please place rubbish in the bins provided. Ensure your pitch is clean from any rubbish before departing.
- **Keep to your pitch's boundaries.** Each pitch is allocated to meet planning and fire regulation. One vehicle per pitch
- **No Gazebo's or shelter's on site without permission**
- **Please respect other campers, and local residents by keeping the noise to a minimum between** the hours of 22:00 and 8:00am
- **Dog's** must be always kept on a short lead at all times and maximum of 2 dogs per pitch.
- **Supervise and clean up after any pets**
- **Access to the river is prohibited at all times**
- **Monitor children closely.** Children must be supervised at all times
- **Breathable groundsheets in Awnings**
- **Payment in full is required prior to access to the site.**