

The Withies Inn

Withies Lane, Compton, Surrey, GU3 1JA

We do hope you enjoy your stay with us and keep coming back as others do. We always try to provide our guests with the best experience possible and we ask that you kindly read the below prior to your booking / stay. These accommodation terms and conditions form part of your reservation with us.

Accommodation Terms & Conditions

Booking Process

To place a booking with us the lead guest must be at least 18 years of age. In the interest of security for our staff and guests, The Withies Inn require guests to confirm their identity by providing their valid government issued photo identification (driving license, passport etc.) at check in. We also require valid contact information including first and last name, full address, telephone number and email address.

All reservations must be guaranteed with a valid, major credit card. We accept Visa, Master Card and American Express. We do not accept cheques and we do not provide any cheque cashing services. We are authorised to charge your credit card at the time of booking or on check in.

Any charges raised against us by our banks for handling dishonoured bank transfers or any other payments, must be reimbursed by the lead guest within seven (7) days of any request to do so.

There is no deposit required to make an individual room reservation however see below for further group booking details. We reserve the right to refuse reservations.

The maximum number of staying guests per room is illustrated in the room occupancy details. Where the person making the booking is different to the lead guest taking up the occupation, the person making the booking may be held responsible for cancellation, non-arrival and damages as set-out within. Only the lead guest and the named booking party are permitted to use the accommodation, any third-party visitors are only allowed access at our express permission unless specifically visiting the pub or restaurant.

Well behaved children of all ages are welcomed. Children under the age of 14 stay for free when sharing a room one or more paying adult(s). As the parents, guardians or chaperones of children you are personally and legally responsible for and must supervise them at all times. For safety reasons, please do not leave children unattended in guest rooms or allow them to roam the premises unsupervised.

All guests agree to respect the privacy and peace of all other staying guests, neighbours and the owners at all times. We reserve the right to cancel a booking with immediate effect if guests are not honouring this agreement or causing a disturbance / nuisance to other guests, neighbours or the owners.

The Withies Inn is privately owned and operated and we reserve the right to refuse service to anyone for any reason(s) that violates UK laws.

Group Bookings

A £300 deposit will be required to reserve 4 or more rooms at The Withies Inn. The deposit is refundable upon cancellation as long as the cancellation is made up to two weeks prior to the arrival date. After this time the deposit will be non-refundable.

Check-in & Check-out

- Check-in from: 3:00pm
- Check-out by: 11am

We will offer an early check in / late check out based on availability. If you would like to discuss this then please contact us as soon as possible and we will do our best to accommodate your request.

Breakfast

Our Breakfast services is for registered / staying guests only. Visitors are of course welcome to join you however extra charges will apply. Please ensure you inform our staff of any dietary requirements, allergies or intolerances.

Quiet Hours

In order to respect our guests peace and quiet we operate a quiet hours policy between the hours of 11pm and 8am. During these hours we ask you to kindly respect other guests and keep noise to a minimum. Please contact a member of staff immediately via phone or in person should you experience any disturbances – i.e. loud televisions or other devices, music or indeed loud voices/shouting.

WiFi

Where WiFi Internet access is provided, guests accept to use this access to the Internet fairly and appropriately. We may monitor network performance and user usage in order to maintain a fair and high level of service to all our guests.

The Internet access provided is intended for general use such as access to the world wide web, email, messaging, social media, light video / music / media streaming. It is not intended or ideally suited for heavy media streaming, online gaming, extensive downloads / uploads. Access to illegal activity or use of our network for illegal activity is prohibited and will be reported to local authorities.

Housekeeping

To provide all of our guests with an exceptionally clean and safe hotel experience, we carry out housekeeping services and reserve the right to enter your guestroom for reasonable

purpose such as housekeeping, maintenance and check that furnishings and equipment are intact and working well.

Your comfort is very important to us and therefore guests staying multiple nights will have bed linen and towels changed on a rotation schedule.

Our housekeeping staff will inform us should they discover any evidence of illegal activity, smoking or rule breaking. Depending on the severity of the situation we reserve the right to contact the police / levy any relevant charges / evict guests.

A limited number of rollaway beds and a travel cot are available on request. Please request when booking to check availability and maximum room occupancy. No extra charges apply for rollaway beds.

Health & Safety

In an emergency, please dial 999.

The nearest hospital is The Royal Surrey, Guildford – +44 (0) 1483 571122

The Withies Inn reserves the right to refuse accommodation to a guest arriving with a contagious disease. In cases where sickness occurs during the stay, please notify the staff. In the case of serious illness, you may be requested to receive appropriate healthcare from a nearby healthcare facility or check out. During any epidemics and pandemics we are entitled to use precautionary measures within our own judgement or as required by local authorities. We may charge you a room cleaning fee as we deem appropriate under these circumstances.

The use of candles, incense, essential oils (diffusing, vapourizing), cooking etc are prohibited. These items and activities will be treated as under our smoking policy and a fine will be charged. The guests stay may also be terminated immediately with no refund. A £100.00 cleaning fee will be charged to any guest who violates this rule.

Please be aware that it is dangerous to cover electrical appliances, including lamps and light fixtures, televisions, kettles etc. This can easily cause overheating and start a fire we therefore request you respectfully adhere to this safety rule.

The hotel is fully equipped with smoke detectors, fire extinguisher and fire safety information.

Code of Conduct

The Withies Inn enforces a no in-room party rule to ensure we can protect our guests and the accommodation at all times. No parties, loud disturbances and/or noise-nuisance are tolerated on the premises. In the event of a disturbance you will be given one polite request to reduce the noise. If our request is not followed you will be asked to leave the premises without a refund. Should it be required we will not hesitate to contact the police for assistance.

Hazardous / toxic substances, firearms, weapons and all / any drugs not tolerated on the premises and we will contact the police directly and evict the guests should we discover or be alerted to any of the above.

Staff will always knock and announce themselves before entering your guestroom unless under extenuating circumstances. We reserve the right to enter your room to address a violation of our rules.

Please treat all of our staff and employees respectfully. We do not tolerate any abusive behaviour or disrespectful comments directed at any of The Withies Inn team.

The Withies Inn staff will refuse service and potentially evict guests for refusal or failure to pay for accommodation / bills or are under the influence of drugs. We hope you'll enjoy our pub and restaurant however we request that you do not act in a disorderly fashion so as to disturb the peace of other guests when returning to your room.

The Withies Inn assumes no liability for lost, misplaced, stolen or damaged valuables or belongings. If you discover that you have left anything behind, please contact us immediately and we will do our best to assist you.

Smoking / Drugs

Smoking of any tobacco products including, but not limited to cigarettes, pipes, e-cigarettes, e-liquids, cigars etc are strictly prohibited within the Withies Inn accommodation. A £250.00 cleaning fee will be charged to any guest who violates our smoking policy.

Please ask a member of staff or look for the designated outdoors areas in which you can smoke the above, should you require. Our policy is not intended to ban smoking but to regulate the locations in which people smoke and how it affects others.

Should you be staying in the TreeTops accommodation, smoking is permitted on the balcony but we respectfully ask that lit tobacco never be left unattended and is only put out in the ashtray provided.

We also have a zero tolerance approach to any drugs smoked or taken otherwise on the premises. Should we discover or be alerted to any illegal items we will immediately contact the police and the guest stay will be immediately terminated.

Pets & Service Dogs

We do not accept pets throughout the accommodation, with the exception for service dogs. We ask that you kindly notify us of service dogs when making your reservation.

In the case of violation, we reserve the right to charge £250.00. You will be asked to immediately remove your pet from the accommodation and we reserve the right to terminate your reservation / stay.

Parking

On-site parking is provided for guests however the guests accept that they park their vehicles at their own risk and there is no gated parking available.

Damages & Lost Property

We reserve the right to charge the lead guest for any damages caused through the course of a booking by any member of the booking party. This includes breakages, spillages, stains, damage to furniture or fixtures and fittings. Any accidental damages should be reported as soon as possible in order to minimise damage and associated costs. Lost keys will incur a replacement charge. The Withies Inn reserve the right to retain your credit card / debit card details, as presented on booking / check in, and charge the above card should there be any damages. Should any damage not be reported and come to light after the guest has departed, we reserve the right and you hereby authorise us to charge you for any damage. We will of course contact you in advance.

Any lost property, if discovered, left by guests during a stay will be held for a period of 3 months. While we will make our best efforts to reunite lost property with their owners we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belongings before checking-out. We may offer to post lost items via recorded delivery at the cost of the property owner, otherwise collection can be arranged.

Our Right To Cancellation

The Withies Inn is not responsible for weather conditions, personal emergencies or schedule changes. Bookings cancelled within 48 hours of 11am on the date of arrival will be charged in full. We will do our best to accommodate any other changes if you contact us as soon as possible.

In the rare event we need to cancel your booking with us, please be aware that we cannot be held liable for circumstances beyond our control and that our liability to you is limited to the refund of any payment already made.

Many thanks and we wish you an enjoyable stay at The Withies Inn.