



Dining • Hotel • Spa

Booking terms and conditions

Arrival & Departure

Accommodation may not be ready for new arrivals until 3pm. However, you are welcome to arrive earlier and use the Hotel facilities. We ask that departing guests vacate their rooms by 11am. Likewise, you may stay throughout the day and enjoy the hotel and spa. We will happily store luggage for you both before and after your stay. You are welcome to enjoy the spa facilities from 1pm on the day of your arrival and up to 1pm on the day of your departure.

Dress Code

There is no dress code in the hotel, but we ask that guests dress appropriately at all times and refrain from relaxing in bathrobes in any public areas other than the Spa. The dress code when dining in our restaurants is smart casual, a jacket or tie is not essential. However, we ask that guests refrain from wearing sportswear.

Deposit & Cancellation

A deposit of either 30% of the total stay or the full amount of your total stay depending on your chosen package is required to guarantee your reservation. If you cancel or alter your booking within 72 hours of the date of arrival (or within the specified terms to your chosen package), the full rate for each night of the reservation will be charged.

For group accommodation bookings of 4 to 9 rooms, a deposit of either 30% of the total stay or the full amount of your total stay depending on your chosen package is required to guarantee your reservation. If you cancel or alter your booking within 14 days of the date of arrival (or within the specified terms to your chosen package), the full rate for each night of the reservation will be charged.

When booking a non-refundable package, the full rate of the stay will be charged if a cancellation is made. Any dining or spa treatment reservations, that do not form part of your booked accommodation package, will also be charged a cancellation fee if amended or cancelled within 72 hours of the reservation. See below the cancellation charges for each facility:

The Dining Room restaurant - £100.00 per guest
Greys Restaurant - £35.00 per guest
Afternoon Tea - £15.00 per guest
Spa Treatments – Full value of the treatments cancelled

We recommend that insurance is taken to avoid cancellation charges. If redeeming a gift voucher, please note that the entire value of the voucher will be forfeited if the reservation must be cancelled within our 72-hour cancellation period.

Disabled access

One of our rooms has been specially designed to accommodate guests with restricted mobility. Please advise us of any other disability so that we can assist with special requirements wherever possible.

Children

Whatley Manor welcomes children from the age of 12 years. Teenagers, from the age of 16 are welcome to make use of the spa facilities.

Dogs

We understand that accidents happen, however the hotel reserves the right to charge for any damage to the property (for repair or replacement as required). Please note that the necessity to deep-clean the bedroom will also be charged if applicable. See below for our full Dog Policy.

Vehicles & Electric Car Charging

Whilst staying at Whatley, please note that vehicles are left in the car park at owner's own risk. Whatley has a six electric car charging ports, please contact us for more information and fees.

Valuables

There is a personal safe in all rooms and suites; however, the hotel is not able to accept responsibility for your valuables unless left with the Duty Manager who will issue you with a receipt for your items whilst they are held in the hotel safe. We advise you not to leave valuables in your car. Please note that we are not held responsible for loss or damage of valuables or the car.