

# BOOKING POLICY

## PAYMENT

We take credit card details at the time of booking to secure your reservation.  
Full payment for your room and any extras is taken on check-out.

## CANCELLATIONS

When you make a booking with us, we want to welcome you to our hotel and for you to love it as much as we do. We do, however, understand that sometimes life's not like that and that plans change at the last minute. That's why you can cancel your booking up to 72 hours in advance without any charge.  
If you cancel less than 72 hours in advance, you'll be charged for the first night of your stay and 50% of any subsequent nights, unless we can re-let the room.

## CHILDREN

Children are welcome to stay at Brocco, and Nightjar's Nest (which has a small double sofa bed) is best suited to accommodating a child or infant. Under-threes stay free of charge, and we charge £35 per night for children aged 3-12.

## CHRISTMAS

We have a two nights' minimum stay policy 24 December and full payment for this time by 1st December.

## BREAKFAST

Breakfast is served in the Brocco Kitchen downstairs, which is open from 8.30am.  
If you're leaving earlier than that please do let us know.

## LUNCH & SUPPER

Fresh, seasonal food is available 12.30pm-3.30pm and 6pm-9pm in Brocco's Kitchen.  
Please ask us to reserve you a table to eat in Brocco Kitchen; or for recommendations for nearby restaurants.

## CHECK-IN

We welcome guests from 3pm to check in.

## CHECK-OUT

We want you to enjoy every second of your stay with us, that's why check-out is at 11am.  
For check-outs earlier than 7.30am, please inform reception when you arrive.

## RECEPTION

Our friendly reception team are available 24 hours to help you.

## AFTER HOURS

Make the most of our cosy lounge and dining room after hours, and help yourself to a nightcap from our guest honesty bar. Just write down what you have and we'll add your drinks to your bill in the morning.

## USEFUL EXTRAS

From irons to extra pillows or blankets, don't hesitate to ask us if there's anything else you need.

## SMOKING

We're a non-smoking hotel, apart from the designated areas of Brocco's Neighbourhood Kitchen's outdoor terrace.  
A cleaning charge of £200 is payable if you smoke in your bedroom or any other part of the hotel.