



SCHOOL GROUP TERMS & CONDITIONS

Making a booking

Please make a group booking over the phone or by email, rather than online. You can reach us on 01736 791664, email hello@stayatcohort.co.uk or send us a message.

To secure a booking

When you make a booking you will be asked to pay 50% of the total amount as a deposit, this is non-refundable in the event of a cancellation.

Goodwill deposit

If the booking is being made for a date 6 months away from the point of confirmation you may be asked to pay just a Goodwill Deposit of a nominated amount with the remainder of the deposit due at an agreed date detailed on the invoice.

Cancelling a booking

Should you wish to cancel a booking you can do so up to 30 days prior to the arrival date with no additional charges. Should you cancel less than 30 days before arrival 100% of the booking will be due.

If you have just paid the Goodwill Deposit when you cancel and have not missed the deposit deadline for the remaining 50% no further monies will be due. If you have missed the deposit deadline the remainder of the deposit will be due at the point of cancellation.

Paying for your stay

100% is due at least 14 days before arrival.

We will accept payment by card (see below), bank transfer (BACS) or cheque.

Bond deposit

On arrival we will ask for card details which will be held as a bond against accidents, loss of key cards or damages until your departure; no money will be taken unless deemed necessary. If you do not have card details to give us then £20 cash deposit per person will be required. This will be signed for and handed back to you on departure.

Cards and card charges

We accept Visa (debit & credit), MasterCard (debit & credit), Switch and Maestro cards. We do not accept AmEx or Diners cards.

There is a 2% administration charge for payments by credit card of over £300

Nominated person

We will require full contact details (including a mobile number) of a nominated person who will be the person we will deal with for all questions and queries prior to arrival and during the school's stay.

Photo ID

We will require each person who stays with us to have some form of photographic ID (e.g. driving license, passport, etc.) if they wish to use the bar during their stay.