

Reservations

All rooms are offered subject to them being available on receipt of deposit.

Deposits

In order to make a reservation we require a completed reservation form along with a deposit of Cleared Funds : i.e. Cash or Cheques : For your convenience, to save sending funds you can give us your credit or debit card details. By giving us your details you authorise us pre-authorise the amount to comply with the cancellation policy stated below.

Cancellation Policy

It is recommended that you take out Holiday cancellation Insurance from your travel agent to cover every likely eventuality. When you book accommodation you are entering into a legally binding contract. If you have to cancel your trip or fail to take up accommodation, for whatever reason, you may still be liable financially to the Wyvern Hotel. If you are forced to cancel your booking, please telephone us immediately and obtain a Cancellation Number from us.

Cancellations made more than 28 days prior to arrival date - there will be an administration charge equivalent to the deposit paid or 20% of the booking value., Whichever is the higher. Cancellations made within 28 Days of arrival but prior to date of arrival - Every effort will be made to re-let the accommodation. If we succeed in re-letting, there will be an administration charge equivalent to the deposit or 20% of the booking value. If we do not succeed in re-letting your accommodation, you will be liable for 80% of the booking value. No-Show bookings will be charged at 100% of the booking value.

Credit/Debit card details are taken for payment for cancellation, no-show or other charges if your account is not settled within seven days.

Payment of Accounts

Settlement of your account should be made on arrival. Accounts can be settled in CASH, CHEQUE or BACs. Please note as we are only open seasonally, we do not have a credit card facility at reception. One cheque per booking will be accepted if accompanied with supporting cheque guarantee card. No allowance is made for meals missed or rooms not occupied for the full time of the reservation.

Arrivals/Departures

Unless specific alternative arrangements have been confirmed, accommodation is available from 14.00 hours on the day of arrival, and must be vacated by 11.00 hours on the day of departure

Special Arrangements

We aim to make the Wyvern accessible to all groups. Please see our [Access Policy](#). Where special arrangements are required, i.e. diet, room location, the hotel must be advised in writing. Whilst every effort will be made to meet these requests, they are not guaranteed.

Liability

All information given online and in the hotel brochure is correct at the time of going to press but services/facilities may be changed during the validity of the website / brochure.

Personal Property

The Hotel shall not be liable for the loss or any damage to the property of the customer or any guest suffered or incurred whilst on the Hotel's premises, save insofar as the same may have been caused by the default of the Hotel, its servant or agents.

Additional Terms

The Wyvern caters for couples and families on vacation. If you are looking to return after midnight or are here on business, please contact us first as we may not accept your booking if we consider it will jeopardise other guests enjoyment, however we may well be able to recommend alternative accommodation. Guests must act with reasonable consideration for other guests and it is expected that after 11.00 p.m noise is kept to a minimal. Guests must return to the hotel by midnight unless agreed in advance with the management.. The Wyvern Hotel will cancel/terminate any booking if in its opinion it would prejudice the hotels reputation and should this be due to a breach of these conditions, the guest will remain liable for the full value of the terminated agreement. *Guests who we consider may pose a risk to themselves or others will not be permitted to stay.*

Special Requirements. Allergy Information. Accommodation.

We will of course try to do everything reasonable to ensure that guests can enjoy the Wyvern. We have one downstairs bedroom which whilst not fully disabled accessible may be suitable for wheelchair users with some mobility. In our adjoining property there is a pet cat "Prince" who seldom enters the hotel, however if you have an allergy there is a possibility you may be affected. If you make us aware we will endeavour to keep Prince out of the hotel prior to and during your stay. Please contact us in advance if you wish to discuss any special requirements. The Wyvern is an old Victorian property and has no lift to the upper floors. Our rooms are all odd shapes and sizes and whilst they conform to the nationally recognised size, the room may be smaller than the larger chain and international hotels. If you would like the room size of your allocated room please do not hesitate to contact us.