

# Room Bookings, Terms of Business

## Punchbowl Woodstock

All room bookings MUST be made online. We are unable to take room bookings by telephone or email due to GDPR rules.

Our tariffs are dynamic meaning that they fluctuate according to demand

When booking a room you will be required to provide us with credit or debit card details which must be valid at the time of your check in date. These details are securely stored in an encrypted file and we are fully GDPR compliant

The funds for your booking will be pre authorised or collected immediately for a fully pre paid booking or 7 days before arrival for a flexible tariff booking.

Some FAQs below:-

### Q. What is your cancellation policy?

A. **Flexible tariff:-** is a strictly enforced 7 day cancellation policy.

**Pre Paid tariff:-** no refunds, amendments or cancellations

### **No exceptions to these policies**

We recommend that you arrange travel insurance to cover you should you need to cancel your reservation.

### Q. Am I able to defer my booking to another date?

A. For our flexible tariff, you may make amendments to your dates up until 7 days before arrival. If your arrival is in less than 7 days then I'm afraid we're unable to defer, amend or cancel your reservation

For our Pre Paid tariff, then this rate is non transferrable.

### **No exceptions to these policies**

### Q. Do you take a pre authorisation at check in?

A. Yes – we will take a pre authorisation on your credit card of £100 at check in. This is to cover any incidental costs, damage or theft of goods. The pre authorisation will be charged or released within 7 days of checking out

### Q. Can I bring my dog?

A. Yes – we adore dogs. We allow them in our bar and in our guest rooms up to a maximum of 2 dogs per room. There is an additional charge for dogs staying. Dogs **MUST NOT** be left unattended at any time. Dogs must be quiet and well behaved to ensure other guests are not disturbed

### Q. I have a bicycle, can I keep it in my room?

A. **NO!** – I'm afraid we do not allow bicycles or other equipment to be taken to your room. We have spent considerable sums refurbishing our property and need to avoid any potential damage to our walls and carpets.

### Q. When can I check in / out?

A. Checking in time is from 3pm. We will make every effort to accommodate an earlier check in if requested. A late, self check in can be arranged with advance notice.

Checking out time is at 10am. Later check out **MAY** be possible, subject to operational restraints - There will be a charge of £25 per hour or part hour after 10am for this service with 12 noon being the latest

**Q. Are any of your rooms suitable for families?**

A. Yes. Most of our rooms are suitable for families, some rooms up to 6 people. Please see the 'sleep' page on our website for comprehensive descriptions of all our room types

**Q. Is there a curfew for hotel guests?**

A. No – on checking in you will be given a radar key to enable access as you please

**Q. Can we book a table in the restaurant?**

A. Yes – please visit our website where you can link directly into our reservation system to check availability and book

**Q. Can I buy essentials locally?**

A. Yes – We stock a good range of travel essentials to purchase here.

We are also conveniently situated right in the heart of Woodstock. We have a Co-Op, newsagent, hardware store, Post Office, Pharmacy and many more shops within 200m of our front door

**Q. Is there a late bar service for residents?**

A. **No.** Our bar and restaurant opening and closing times apply to residents too.

**We do not offer a late bar service to hotel guests.**

**Q. Do you serve breakfast?**

A. Yes – we serve breakfast to our guests every morning. There's an additional cost for breakfast. You must book breakfast when you check in. Should you not make it for breakfast, no refund will be made

**Q. Can I just get a coffee in the morning?**

A. No – We are only able to serve our pre booked guests at breakfast time. As this is our priority, we are unable to serve hot beverages to non booked guests during this service.

Your room is equipped with all you need to make your own hot drink. There is a fantastic coffee shop just 50m away too

**Q. Do you have a lift?**

A. No – we only have a staircase leading to the first floor

**Q. Do you have ground floor rooms?**

A. Yes – we have 2 rooms at ground floor level. A cosy King room and a Family Suite

**Q. Do your rooms have baths?**

A. No – all of our rooms have showers

**Q. How can I pay?**

A. we accept Cash, Mastercard & Visa. Unfortunately, we are unable to accept AMEX.

**Q. Are you easy to get to on public transport?**

A. Yes – There is a frequent bus service between Oxford & Chipping Norton. Several routes go via Oxford Parkway train station. Oxford Parkway is roughly 15 minutes, Oxford City Centre is roughly 25 minutes

**Q. How far are you from Oxford London Airport?**

A. We are 2.5 miles away and it takes roughly 6 minutes by car