THE
FEATHERS
HOTEL

General Booking Terms and Conditions

Reservations:

- All reservations require a first night deposit
- Check in time is from 3pm
- Check out time is by 11am
- Early check in and late check out requests are subject to availability, additional charges may apply.

Restaurant Bookings:

The Nest:

- Open for dinner Wednesday to Saturday from 18:00 - 21:30.
- To avoid disappointment, we recommend booking your dinner reservation in advance, we cannot guarantee availability on the day. Although we will do our best to accommodate our residents.
- If you are a group of 6 or more, please feel free to get in touch and we will do our best to accommodate your booking.

The Aviary:

- Open daily from 12:00 – 21:30
- Sunday Lunch is served 12:00 - 15:00
- If you are a group of 6 or more, please feel free to get in touch and we will do our best to accommodate your booking.

Cancellation Policy:

- If you need to cancel your reservation:
- Prior to 72 hours of arrival, your deposit will be refunded in full.
- Within 72 hours of arrival (after 3pm), the deposit will be non refundable.

Payment

- A deposit equal to your first night will be taken on booking.
- Total balance for your stay will be due upon departure.
- The hotel reserves the right to pre-authorise credit cards prior to check-in for incidentals.

Parking

- Woodstock is a pay-and-display town with limited parking availability. Our hotel offers the following parking options for your convenience:
- Hotel Car Park (Hensington Road, OX20 1JQ): Located a short 5-minute walk from the hotel, this car park is available for an additional charge of £15 per 24 hours.
- Please contact reception for further information. Free Public Car Park (behind the fire station on Hensington Road): This car park is free of charge, but spaces are limited, and there is a 12-hour time restriction.
- Pay & Display Parking: If you find a pay-and-display space closer to the hotel, we can issue a 24-hour parking permit at a cost of £10, available at reception.
- Should you require further assistance or information, please do not hesitate to ask at reception.

Smoking Policy

- Smoking is not permitted in any indoor areas of the hotel. A cleaning fee may apply for smoking in the room.

Damage to Hotel Property:

- Guests are responsible for any damage caused to their bedroom or other hotel property during their stay. This includes, but is not limited to, damage requiring additional cleaning or housekeeping, or the repair or replacement of furniture, fixtures, fittings or other hotel property. The Feathers reserves the right to charge the guest for any reasonable costs incurred as a result of such damage

Dogs:

- We have specific dog friendly rooms, please state you will be bringing your dog at the time of booking and we will allocate accordingly. Please note: Dogs are not currently permitted in The Nest.

Liability

- The hotel is not responsible for any loss, damage, or theft of personal belongings during your stay.
- The hotel is not liable for any accidents, injuries, or illnesses occurring on the property.

Conduct

- Guests are expected to behave in a respectful manner during their stay. The hotel reserves the right to terminate the stay of any guest whose behaviour is disruptive, offensive, or violates hotel policies.

Changes to Terms and Conditions

- The hotel reserves the right to modify these terms and conditions at any time. Any changes will be communicated to guests before their stay.

The Feathers Code of Conduct:

- Our aim is to make every visit to The Feathers a pleasure. To help us provide a welcoming, safe and comfortable environment, we ask all residents, diners, event attendees and visitors to observe the following standards.
- **Consideration for our team and fellow guests:** Treat our team, other guests and everyone at the hotel with courtesy, dignity and respect. Please be mindful of noise and behaviour, particularly near bedrooms and during the evening. Follow reasonable requests from our team, including those relating to safety, security, service and the comfort of others.
- **Respectful behaviours and personal boundaries:** Abusive language, threats, aggression, discrimination, harassment and sexual harassment are not tolerated. This includes unwanted sexual attention, comments or jokes, inappropriate gestures, unwanted touching, and the display or sharing of sexual material. Please respect personal boundaries. Our team's professional warmth and attentiveness should never be taken as an invitation to personal or sexual attention. Alcohol does not excuse inappropriate behaviour.
- **Privacy, safety, and hotel spaces:** Respect the privacy of guests and team members. Please seek permission before photographing, filming or recording individuals, and do not capture anyone in private situations. Guest bedrooms are private spaces. Enter only your own room or a room to which you have been invited by its occupant. Staff-only and other restricted areas are not accessible to guests. Please treat hotel property with care and observe fire-safety and security instructions.

- **If something concerns you:** If you experience or witness inappropriate behaviour, or have any concern about your visit, please speak to the Duty Manager or contact Reception. If your concern involves the Duty Manager, please ask to speak to the General Manager. We will listen, handle concerns sensitively and share information only as necessary to respond. Retaliation against anyone raising or supporting a concern will not be tolerated. If anyone is in immediate danger, alert our team without delay and call 999 where emergency assistance is required.
- **Upholding these standards:** These expectations apply throughout your visit, at hotel events and in communications with our team, including by telephone, email, messaging and social media. Where behaviour falls below these standards, management may take proportionate action, including declining service, requiring an individual to leave or restricting future visits. Serious incidents may be reported to the appropriate authorities.