

Terms, conditions and privacy policy

Cancellation policy

No cancellation charge if a booking is changed before 10.00am | 2 day(s) before the date of arrival. If the booking is cancelled less than 2 day(s) before check-in the cancellation charge is 100% of total booking value and duration of stay.

Click [here](#) to cancel your booking and avoid unnecessary delays. Please contact us at info@theraggedcot-minchinhampton.com or call us on +441453884643 with your booking reference at hand if you wish to modify your booking.

House Rules & Notices

No under 18's will be allowed to stay unless supervised by an adult.

We are unable to allow dogs into the hotel rooms if your booking is via booking.com. Dogs are allowed in the bar and garden areas, (notin the restaurant) but must be on a leash and under supervision. See more under 5.4.

„4. You must have permission from the hotel to bring a pet into a room. You must not leave pets unattended in any rooms or public areas at any times. (£50/dog/night extra fee apply.)”

Terms & Conditions

Cotswolds Catering Ltd

The Ragged Cot, Cirencester Road, Minchinhampton, Stroud. GL6 8PE

The terms below apply to your booking if you are a consumer and book from 18th August 2023.

When you make a Booking on our website, you will be asked to click "I accept" and you will not be able to complete your Booking if you do not do this. This confirms that you accept these terms. We recommend that you read the terms before accepting.

1. Our Contract

1. If you are a consumer (i.e. not dealing as a business with us), The Cotswolds Catering Ltd (we/us) sells all rooms and extras (see Section 2.6) to you subject to these terms.

2. A contract is formed between you and The Cotswolds Catering Ltd when we issue you with a confirmation number for your room and extras (if applicable) (Booking). No booking shall be binding on The Cotswolds Catering Ltd until we issue you with a confirmation number.

2. Your Booking

1. You cannot transfer or resell your booking (in whole or in part). If you transfer or resell (or attempt to transfer or resell) then The Cotswolds Catering Ltd will terminate your booking and retain any money paid to us for such booking. We may also refuse

to take any further booking from you in the future. In making a The Cotswolds Catering Ltd room booking you agree to not use The Cotswolds Catering Ltd hotel or its facilities to conduct any commercial activity or activity that seeks to gain profit without prior written consent from The Cotswolds Catering Ltd . The Cotswolds Catering Ltd Limited reserves the right to terminate your booking and retain any money paid to us for such booking if we believe that you are in full or part breach of this provision.

2. You may make a booking on someone else's behalf. You are responsible for ensuring that any customer in your booking complies with these terms as if that customer had made the booking.

3. You can only make a booking if you are 18 years old or over. If you arrive at the hotel and are under 18 years of age you will not be permitted to stay alone. We may require photo id as proof of age.

4. You must ensure that the name on a booking is correct at the time of booking. Subject to section 7, this cannot be changed after making the booking.

5. If you book 9 or more rooms for the same night we will treat this as a Group Booking. If you make a Group Booking, the following additional terms also apply to you:

6. We offer certain extras when you make your booking, for more details on extras [click here](#). The room rate excludes any extras unless we expressly agree with you otherwise as part of your booking. Extras are subject to availability and cannot be transferred to any other booking. If any extra that you have paid for in advance is unavailable upon arrival we will give you a refund of the price you paid for that extra. Extras are provided subject to these terms.

3. Rates and Payment

1. The rate for each room is as published on our and third party/partner websites at the time of your Booking, or, in the case of a telephone booking as advised to you at the time of booking.

2. All payments are due in full at the time of departure unless otherwise advised by The Cotswolds Catering Ltd. Payments may include your room rate per night and extras such as food, drink, associated pet charges and more.

3. You must be able to show photo identification such as a passport or driver's license or a valid credit or debit card if you are paying by cash for a walk-in booking at The Ragged Cot.

4. Check-in and check-out

1. You can check-in from 3pm on the scheduled date of arrival. If you wish to check-in earlier, you can do so by prior arrangement. To do this, contact us directly at the hotel for availability. These services are subject to availability.

2. The Ragged Cot does not operate a 24 hour reception and therefore you must contact us in advance should your arrival be later than 21:30pm so that arrangements may be made. Late check-in without prior notice: £25/room.

3. You must check-out before 10am on the scheduled date of departure. If you wish to check-out later then you can do so by buying a late check-out extra prior to the date of departure for £25 per room. This allows you to stay in your room for an extra 2 hours and check out at 12 noon. These services are subject to availability. If you fail

to check-out by the stipulated time, we will make an additional charge equivalent to the flexible rate at that time, for one night's stay for the applicable room(s). These services are subject to availability.

5. Rooms

1. Maximum occupancy for rooms is:

§ Family Rooms:

Maximum number of occupants is 5 (including babies & children), in the following combinations:

2 adults, 2 children (under 16) and 1 baby in a cot

You should speak directly to the Hotel to confirm availability of cots and room size

§ Double Rooms:

2 adults

2 adults and 1 baby in a cot (cots are available at some Hotels, depending on availability) dependant on space available in the room

You should speak directly to the Hotel to confirm availability of cots and room size

§ Twin Rooms:

2 adults

2 adults and 1 baby in a cot (cots are available at some Hotels, depending on availability) dependant on space available in the room

You should speak directly to the Hotel to confirm availability of cots and room size

2. We provide wheelchair accessible and rooms that are easier to move around and access, subject to availability. You must specify this requirement at the time of booking.

3. We do not permit people under the age of 18 to stay alone in our hotels. You must not leave under 18's unattended in any rooms or public areas at any times.

4. You must have permission from the hotel to bring a pet into a room. You must not leave pets unattended in any rooms or public areas at any times. (£50/dog/night extra fee apply. This has to be paid at the time of the booking, to secure the accomodation for your pet.)

5. Smoking is not permitted in The Cotswolds Catering Ltd hotel other than in designated smoking areas outside the hotel. You must not smoke in any of our hotel rooms or public areas or interfere with our fire detection systems. If you do so this will be regarded as a breach of these booking terms and conditions and we will terminate your booking and if necessary refer the matter to the authorities. We will contact you after your stay to recover any costs incurred due to smoking inside the hotel. The costs we incur include our costs for specialist cleaning, repair or replacement of damage by you to our property, the cost of the room for any period it is unusable and our administration expenses. We may also instruct a third party to

recover these costs on our behalf. If you request it, we will send a breakdown of these costs to the address used for the booking.

6. You must take all reasonable precautions to avoid damage or interference with any items belonging to us. Customers are requested to bring any damage to our hotel or property to our immediate attention. Malicious, wilful, or negligent damage or interference to our hotel or property will be regarded as a breach of these bookings terms and conditions and we will terminate your booking. We will contact you after your stay to recover the costs for any repair, replacement or specialist cleaning we incur if you damage our hotel or property. We may also instruct a third party to recover these costs on our behalf. If you request it, we will send a breakdown of these costs to the address used for the booking.

7. Cooking equipment not owned or operated by The Cotswolds Catering Ltd , including but not limited to, microwave ovens, fridges, deep fat fryers, toasters must not be operated by customers in the hotel.

8. All room keys must be returned to The Cotswolds Catering Ltd on check-out. If you fail to do so, we may charge you for a replacement key or lock as required. In the event that a key is not returned after check-out we request customers to contact the hotel to make arrangement for keys to be returned.

9. For group booking, any costs incurred due to smoking or damage, as set out above, will be charged to the person making the group booking.

10. If you do not comply with paragraphs 3 to 9 when staying at our hotel, we may terminate your booking without refund and require you to leave the hotel immediately.

6. Cancellation

1. You may cancel a Booking and we will not charge you for the first night if you notify us before 10.00am | 2 day(s) before the date of arrival.

2. For flexible room rates only, if you have a Booking for more than 1 night you may cancel or shorten your booking after the scheduled date of arrival and we will refund you for any remaining nights. We will not pay a refund for any night for which notification is received after midday. We will not pay a refund for any night for which notification is received after midday. Notification must be made on our website or that of any third party by selecting Cancel a booking.

3. We will not give a refund on a saver or sale room rate booking and/or extras purchased with the booking.

4. We will only make refunds to the payment card that you used to make the Booking. We will normally credit refunds to your card within 10 days. We will refund you the money you have paid (including for any extras except WiFi or SMS confirmation text extras). For details on cancellation click here.

7. Changing your Booking

1. No cancellation charge if a booking is changed before 10.00am | 2 day(s) before the

date of arrival. If the booking is cancelled less than 2 day(s) before check-in the cancellation charge is 100% of total booking value and duration of stay.

8. Relocation

1. The Cotswolds Catering Ltd operates a relocation policy in the unlikely event that your room/s not suitable for occupation such as a flood or other such force majeure which is beyond our control.

2. If a room is unavailable on arrival (except due to an event beyond our reasonable control, (see section 10.2) then, we may:

§ provide a room in a neighbouring property and pay the reasonable cost of transport to that alternative hotel or any applicable car park; OR

§ provide a room in a third party hotel and pay the reasonable cost of transport to that alternative hotel or any applicable car park; OR

§ at your request, cancel your Booking and refund you any money you have paid in advance for the unavailable room(s) including related extras.

§ If you are due to pay on arrival at the hotel we will take payment for the cost of the booking and any prepaid extras. As outlined above any additional costs over and above the original cost of the booking will be covered by The Cotswolds Catering Ltd . i.e. difference in room rates, reasonable transport costs, car park charges.

9. General

1. Statutory Rights: We have tried to ensure that any rights that you as a consumer have that are implied by law into a contract of this type (statutory rights) are not excluded or limited in anyway. If any of these terms conflict with a statutory right or the law changes and your statutory rights change, then the statutory rights will prevail over these terms.

2. Events Beyond our Reasonable Control: We shall not be in breach of these terms, nor liable for any failure to perform any of our obligations in relation to your Booking (such as the provision of room(s) and/or other products and/or services and/or extras) due to any adverse event, act, omission or accident which happens which is beyond our reasonable control including, but not limited to, flood, earthquake, extreme adverse weather conditions, natural disasters, other acts of God, acts of terrorism, interruption or fire (except by way of our default) or failure of (except by way of our default) electric power, gas, water, or other utility service, plant machinery, computers, vehicles or any collapse of building structures.

3. Our Liability: Subject to the remainder of this clause, you should use your own insurance policies to claim the full amount of the loss or damage to your property prior to approaching or pursuing The Cotswolds Catering Ltd . We are, in certain circumstances set out in the Hotel Proprietors' Act 1956 (Act), liable for loss or damage to your property. However, in those circumstances, we are only liable up to the maximum sums under the Act. In all other circumstances, our total liability shall not exceed twice the daily rate charged for your Booking. If your Booking includes a number of different daily rates, the average rate will be used. The Cotswolds Catering Ltd aims to provide a safe and secure environment for the duration of your stay and where necessary, will take appropriate security measures. If an incident occurs during your stay, resulting in the theft, loss or damage of your property, we will carry out an internal investigation. If we do not feel that your property was stolen, lost or damaged

through any fault of ours, our staff or agents, this will be evidence that it wasn't our fault. In those circumstances, our liability is limited to the maximums under the Act. If an incident is referred to the Police authorities, and they draw the same conclusion as us, this will also be evidence that our liability is limited to those maximums. We shall not be liable, in any circumstances, for any loss or damage to vehicles you bring to the hotel or any property left in them. Neither shall we be liable for any loss of profit, or any indirect or consequential loss arising under or in connection with your Booking. Where we are liable, we will only be responsible for losses that are a foreseeable result of a breach or negligence, but not otherwise. The loss or damage will be foreseeable if it is an obvious consequence of the breach or is contemplated by both parties at the time of entering into the contract. Nothing in these terms shall limit or exclude our liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; or fraud or fraudulent misrepresentation; or any other form of limitation or exclusion prohibited by law or statute.

4. Third Party Rights: A party which is not a party to our Contract shall have no right to enforce any term under the Contracts (Rights of Third Parties) Act 1999.

5. Law: These terms are governed by the laws of England and Wales.

6. Changes to Terms: We reserve the right to change these terms from time to time. The terms applicable to your Booking are those in force on the date of Booking (or amendment, as applicable).

For more information on your statutory rights see www.gov.uk/consumer-protection-rights or call 08454040506

10. Car Parking

1. Car parking is available at many The Cotswolds Catering Ltd hotels. In some locations this is provided by The Cotswolds Catering Ltd and at other locations it is provided by a third party provider. You should observe any car park charges on those facilities that are not owned or operated by ourselves.

2. If the car parking at a hotel is with a third party provider and you decide to use this car parking then you will enter into an agreement with the third party provider. Information on the third party provider is displayed at the car parks and on the pay and display tickets. We strongly advise that you read the third party provider's terms as displayed at the car park before leaving your car.

11. Questions / Complaints

1. If you have any question or complaint in relation to your Booking or these terms please go to our website associated with Theraggedcot-minchinhampton.com and click on the 'contact us' link and we will respond to you as quickly as we can, normally within 2 working days.

12. Pets

1. It is with regret that we are unable to accommodate pets at this hotel.

The meaning of " Cotswolds Catering Ltd ", "we" or "us" in these terms will depend on the location of the hotel you are booking.

For bookings of hotels in the UK (other than Northern Ireland) it shall mean

Cotswolds Catering Ltd

Payment Policy:

A pre-authorisation on the card provided will be carried out on arrival and your room account opened. Once open you may add meals and drinks to your room account. Payment from your card will be taken on checkout of the hotel unless otherwise agreed in advance with The Cotswolds Catering Ltd . You may change the card details to another should you prefer to at checkout. In supplying your card details at the time of booking, this secures your room and associated services and you authorise the collection of payment which will include the hotel nightly rate and any extras associated with your stay such as food and drink.

Cancellation Policy:

No cancellation charge if a booking is cancelled before 10:00am | 2 day(s) before the date of arrival. Where cancellation is made within 48 hours of the above terms the guest will be charged the full amount for the first night's stay. For example if you had booked a stay with us starting on the 5th of the month, you must have cancelled by 10:00am on the 3rd for the cancellation charge to be waived.