



Terms & Conditions

TARIFFS

The tariffs, which include VAT, are subject to change without notice.

PAYMENT

We accept most major credit and debit cards including American Express. Bookings are secured against credit card details.

A non-refundable deposit of £100 is required upon booking. The balance of the accommodation charge is payable on check-in at the hotel and any other charges are payable on departure.

Please note we are unable to accept personal cheques as a form of payment.

CANCELLATIONS

For more information on the cancellation policy that applies to the rate that you have booked, please refer to your confirmation email.

In the event of a cancellation less than 48 hours in advance, the hotel will charge the full amount of your stay as a cancellation fee and this will be processed against the credit card details provided to secure your booking.

If you wish to cancel your reservation outside of the 48-hour period, you may use your non-refundable deposit to book a future stay. This stay must be within 3 months of your original arrival date and must be booked within 5 days of notifying us of your cancellation date. Failure to do so will result in the hotel retaining your deposit.

During your stay, if you wish to shorten it, we kindly request you to inform us as soon as possible and our 48 hours cancellation policy still stands.

We respectfully recommend that holiday/travel insurance is taken out by yourselves to protect you against the possibility of not being able to reach your holiday destination or in the event of a cancellation.

NO SHOWS

All no shows will be charged in full against the credit card details provided to secure your booking.

CHECK-IN AND CHECK-OUT

Your room will be available from 3.00pm on the day of arrival.

An early check-in may be possible by prior arrangement but cannot be guaranteed.

Check out on day of departure is 10.30am, late check-outs may result in a late departure fee of £25.00 unless requested in advance with our Reception team and will be subject to availability.

DINING AT THE HOTEL

If you have not made a reservation for dinner in our restaurant at the time of making your room reservation, we strongly recommend that you do so on receipt of your booking confirmation as we do not automatically reserve tables for residents of the hotel and cannot guarantee a table being available.

Dinner is a la carte for adults only. We do not accept dogs in the restaurant for dinner service.

Lunch is offered on a Saturday and Sunday and is casual dining, both family and dog friendly.

YOUNG GUESTS

We do not accept staying guests under 16 years of age.

DOGS

We no longer accept dogs staying in the hotel. We do not accept dogs in the restaurant for dinner service but we do offer some dog friendly tables in the restaurant for lunch on Saturday and Sunday service. Guide dogs and assistance dogs are allowed in all parts of the hotel.

CANCELLATION BY THE HOTEL

The Black Lion Hotel shall have the right at any time (giving as much notice as possible to the guest) to cancel the reservation in the event the hotel or any part thereof is closed due to circumstances outside its control, including (without limitation) global or national pandemics; by reason of fire; flooding; unavailability or interruption of water, fuel, light or any other power supplies; renovations or redecorations, mandatory or voluntary compliance with any direction, request or order of any person having or appearing to have authority (local or national); strikes; lock outs or other labour disputes or shortage of staff.

USE OF THE HOTEL

The customer shall comply with all licensing, health and safety, hygiene and all other regulations relating to the hotel, as well not cause any physical damages to the premises. Any hotel property taken will be charged to the credit/debit card upon or after departure.

GENERAL

While the Hotel have taken all responsible steps to ensure that the information contained in brochures, tariffs or other advertising or promotional material is accurate, the same shall not be or be deemed to be a representation or warranty of the same. The hotel reserves the right to alter, substitute, suspend or withdraw any service facility or amenity at any time (with or without notice) and the customer shall raise no objection in relation thereto.

We do not accept responsibility for valuables and/or vehicles. If any damage is caused by accidental, deliberate, negligent, or reckless acts of the guest staying at the Black Lion, we reserve the right to charge the guests for the cost of rectifying the damage. We will, however, make every effort to rectify any damage internally prior to contacting specialists to make the repairs. In this event, your credit card will be charged, without prior consent, against an invoice that will be provided for the cost incurred.

CONTACT US

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