

Staverton Park Hotel & Golf Club

Check-In & Check-Out

Check-in is available from 3:00 PM, and check-out is by 10:00 AM on weekdays, with a 10:30 AM check-out on weekends.

Early check-in or late check-out is subject to availability and does incur additional charges. Guests requesting these options are advised to make arrangements in advance to ensure accommodation.

Payment Policy

A valid credit card authorisation is required at check-in to cover incidental charges during your stay.

Group bookings and conference reservations may require advance deposits and the completion of signed agreements to confirm the reservation.

All additional services, including, golf, dining, room service, bar services and conference services, will be charged to the guest's account unless alternative arrangements have been made in advance.

Noise Policy

To ensure a restful environment for all guests, quiet hours are observed from 10:00 PM to 7:00 AM. During this period, guests are requested to minimise noise and refrain from activities that may disturb others.

Excessive noise, loud music, or any behaviour that disrupts the comfort of fellow guests is strictly prohibited at all times. The hotel reserves the right to take appropriate action, including removal from the premises, in cases of repeated or severe disturbances.

The hotel reserves the right to eject any guests from the property that are disturbing or offending other guests or members of our team

Visitors

All visitors must register at the Front Desk upon arrival. For the comfort and safety of all guests, the hotel reserves the right to limit the number of visitors permitted in guest rooms at any given time.

A smart-casual dress code is required in public areas, including the lobby, restaurants, conference facilities, and golf course. Guests and visitors are expected to dress in a manner that is respectful of the hotel's standards and the comfort of other patrons.

Damage & Loss

Guests are responsible for any damage caused to hotel property, including guest rooms, furnishings, fixtures, and equipment, whether accidental or intentional.

Charges will be applied for any missing, damaged, or tampered items. The hotel reserves the right to assess and recover the full cost of repair or replacement from the responsible guest.

Pets

Pets are welcome at the hotel, and we offer designated pet-friendly rooms, which are subject to a supplementary charge. To ensure availability and proper accommodation, these rooms must be reserved in advance. Supplement from £30.00 per night

Service animals are always permitted in accordance with applicable laws and regulations. Guests traveling with service animals should inform the hotel at the time of booking to ensure a comfortable and accessible stay.

Safety & Security

For your personal safety and the protection of your belongings, guests are strongly advised to keep their guest room doors securely locked at all times.

The hotel provides in-room safes for the storage of valuables and encourages their use. While every reasonable measure is taken to ensure guest security, the hotel cannot accept responsibility for the loss, theft, or damage of personal items

Conference & Event Facilities

Access to conference and meeting rooms is permitted strictly during the times confirmed within the signed event agreement. Early access or extended use outside of the contracted schedule must be arranged in advance and may incur additional charges.

Event organisers assume full responsibility for the conduct of their attendees, invited guests, contractors, and external vendors while on hotel premises. Organisers must ensure that all participants comply with hotel policies, health and safety standards, and staff instructions at all times.

The use of outside catering, entertainment services, staging, décor, or technical equipment is subject to prior written approval by hotel management. The hotel reserves the right to refuse any external supplier that does not meet operational, safety, or insurance requirements.

Any damage caused to meeting rooms, furnishings, fixtures, audio-visual equipment, or other hotel property during the event will be assessed and charged to the event organiser accordingly.

All events must strictly adhere to applicable fire safety regulations, including clearly maintained emergency exits and compliance with maximum room capacity limits. Under no circumstances may occupancy exceed the approved capacity, as determined by local safety regulations and hotel policy.

Golf Course & Clubhouse Rules

To preserve the quality of play and the standards of the course, all guests are required to adhere to the following golf regulations. Proper golf attire must be worn at all times, including collared shirts and appropriate golf shoes. Denim, athletic shorts, or other non-golf attire are not permitted unless expressly approved by management.

All tee times must be reserved in advance through the Pro Shop or Reception to ensure availability and an organised pace of play. Outside alcohol is strictly prohibited on the golf course and practice areas.

Golf buggies must be operated in a safe and responsible manner at all times. Drivers must meet the minimum age requirement as determined by course policy and comply with all posted signage and staff instructions.

Players are expected to observe established golf etiquette, including maintaining appropriate pace of play, repairing divots and pitch marks, raking bunkers, and showing consideration for fellow golfers.

Participation in golf activities is undertaken at the player's own risk. The hotel does not accept liability for personal injury or accidents resulting from improper play, failure to follow course rules, or misuse of equipment.

Visitors & Security

For the safety, privacy, and comfort of all guests, any visitors must register at the Front Desk upon arrival and may be required to present valid identification. Access to guest room floors and hotel facilities is reserved for registered guests only.

The hotel reserves the right to deny entry or access to any non-registered visitor at its discretion, particularly when safety, security, or the comfort of other guests may be compromised.

Please note that CCTV surveillance is in operation throughout public areas of the hotel for security and safety purposes. All monitoring is conducted in accordance with applicable privacy and data protection regulations.

Food Outlets

To ensure availability and the highest standard of service, guests are strongly encouraged to make advance reservations for our restaurant and dining outlets. While we strive to accommodate walk-in guests whenever possible, seating is subject to availability, and reservations are recommended to avoid disappointment, particularly during peak dining periods, weekends, and special events.

Our Reception and reservations teams will be pleased to assist with securing reservations and providing information regarding opening hours, menus, and private dining options.

Leisure Club

Our Leisure Club is designed to provide a safe, relaxing, and enjoyable environment for all guests and members. Access to the Leisure Club is reserved for registered hotel guests and authorised members during published operating hours.

For the comfort and safety of all users, guests are required to shower before entering the swimming pool and to wear appropriate swimwear at all times. Children must adhere to designated swimming hours and remain under adult supervision at all times. Running, diving (unless clearly indicated), rough play, and the use of glassware within the pool and spa areas are strictly prohibited. Guests with open wounds or infectious conditions should refrain from using the facilities.

Use of the sauna, steam room, whirlpool, and other thermal facilities is at the guest's own risk. Sessions should not exceed the recommended duration of 15–20 minutes. These facilities may not be suitable for individuals who are pregnant or who have heart conditions or other medical concerns without prior medical consultation. Access restrictions may apply to minors in accordance with facility policy.

The gym is available to guests aged 16 years and older. Appropriate athletic attire and closed sports footwear must be worn at all times. Guests are expected to use equipment responsibly, sanitise machines after use, and return weights and accessories to their designated areas. Personal training sessions may only be conducted by approved Leisure Club professionals. The hotel accepts no liability for injuries resulting from improper use of equipment.

To preserve a tranquil atmosphere, guests are asked to maintain respectful conduct throughout the Leisure Club. Bathrobes and swimwear are permitted only within designated areas. Mobile devices must be kept on silent mode, and photography or video recording is not permitted without prior management approval. Smoking, vaping, and the consumption of outside food or beverages are strictly prohibited. The hotel reserves the right to deny access to any individual under the influence of alcohol or acting in a disruptive or unsafe manner.

Guests are encouraged to secure personal belongings in the lockers provided (£1.00 is required for the lockers). While reasonable care is taken to ensure safety and security, use of all Leisure Club facilities is at the guest's own risk, and the hotel cannot accept responsibility for lost, stolen, or unattended items. Towels are supplied for hotel guests (£1.00 payment)

We appreciate your cooperation and thank you for helping us maintain a safe, comfortable, and refined leisure environment for all.

Smoking Policy – In Accordance with UK Law

In compliance with the Health Act 2006 and the Smoke-free (Premises and Enforcement) Regulations 2006 (and equivalent legislation in Scotland, Wales and Northern Ireland), smoking is strictly prohibited in all enclosed areas of the hotel, including guest bedrooms, bathrooms, corridors, and all other internal spaces.

This policy applies to the smoking of cigarettes, cigars, pipes, and includes electronic cigarettes and vaping devices.

Guests found to be smoking within hotel premises will be in breach of these Terms and Conditions and may:

- Be subject to a cleaning and deodorising charge;
- Be liable for any costs associated with damage, additional cleaning, or room recovery; Up to the charge of £500.00
- Be asked to vacate the premises without refund; and
- Be reported to the relevant authorities where required by law.

The hotel reserves the right to recover any associated costs incurred as a result of non-compliance with this policy.

Car Park – Limitation of Liability

The hotel provides car parking facilities for the convenience of guests. All vehicles are parked entirely at the owner's risk.

The hotel accepts no responsibility or liability for any loss of or damage to vehicles, their contents, or any personal property left within vehicles whilst parked on hotel premises, whether such loss or damage is caused by theft, fire, collision, vandalism, or any other cause.

Guests are advised to ensure that their vehicles are securely locked and that no valuables are left unattended. The hotel shall not be liable for any accidents, injuries, or incidents occurring within the car park, except where such liability cannot be excluded under applicable law.

By using the hotel car park, guests acknowledge and accept these terms

Personal Belongings – Limitation of Liability

The hotel does not accept responsibility or liability for the loss, theft, or damage of any personal belongings, valuables, money, jewellery, electronic devices, vehicles, or other property belonging to guests or visitors, anywhere on the hotel premises, including (but not limited to) guest bedrooms, public areas, function rooms, storage areas, and the car park.

Lost Property

The hotel is committed to assisting guests in recovering items left behind after check-out. Guests are requested to contact the Front Desk as soon as possible to report any lost property.

While the hotel will make reasonable efforts to return items, postage, courier fees, or administration charges associated with shipping lost property will be the responsibility of the guest. The hotel cannot be held liable for items lost, damaged, or not recovered after a reasonable period.

Zero Tolerance Policy

We operate a strict zero-tolerance policy towards abusive, threatening, violent, discriminatory, or inappropriate behaviour directed at our staff, guests, or contractors.

Any guest engaging in such conduct may be required to leave the premises immediately without refund. We reserve the right to cancel bookings, refuse future reservations, recover any losses incurred, and involve the police or relevant authorities where appropriate.

This policy is applied consistently and in accordance with applicable UK law, including the Consumer Rights Act 2015 and the Equality Act 2010

Prohibited Activities

The possession, use, or distribution of illegal substances, weapons, or any hazardous materials is strictly forbidden on hotel premises. Any activity that violates local, state, or national laws will not be tolerated.

Engaging in unlawful or criminal behavior will result in immediate removal from the hotel without refund. The hotel reserves the right to notify the appropriate authorities and take all necessary actions to ensure the safety and security of guests, staff, and property.