



STAVERTON PARK

HOTEL & GOLF CLUB

# GUEST TERMS AND CONDITIONS

**Effective Date: 01 January 2025**

## 1. Guest Conduct and Behaviour

We operate a zero-tolerance policy regarding inappropriate or abusive behaviour. Guests are expected to treat all hotel staff, contractors, and fellow guests with respect at all times. Any form of aggression, harassment, discriminatory language, or verbal/physical abuse will result in immediate eviction without refund. Guests may be held responsible for compensation or costs incurred due to their behaviour, including distress caused to other guests. Where appropriate, we reserve the right to report incidents to the relevant authorities, including the police.

### Zero Tolerance Statement

At Staverton Park Hotel & Golf Club, we are committed to providing a safe, respectful, and enjoyable environment for all our guests and team members. We operate a Zero Tolerance Policy regarding abusive, threatening, or inappropriate behaviour toward our staff or other guests. Any form of aggression, harassment, discriminatory language, or disruptive conduct will not be accepted under any circumstances. Guests found to be in breach of this policy may be refused service, evicted from the hotel without refund, and, where appropriate, reported to the police.

## 2. Drug Use, Smoking, and Vaping

The use or possession of illegal drugs (including cannabis) is strictly prohibited in all areas of the property. Smoking or vaping is not permitted in bedrooms, corridors, or public indoor areas. Designated smoking areas are provided. Violation of this policy will result in immediate eviction, a £250 cleaning and deodorising fee, and no refund for unused nights. Incidents may be reported to the police.

## 3. Noise and Disturbance

Guests are expected to behave in a manner that does not disrupt the comfort and well-being of others. Quiet hours are in effect from 10:00 PM to 8:00 AM. Guests causing disruption may be evicted without a refund. Any compensation paid to affected guests due to noise or disturbance will be charged to the responsible party.

## 4. Damage to Hotel Property

Guests are liable for any damage caused to hotel property, including furnishings, fixtures, and equipment. Charges will reflect the full cost of repair, replacement, or loss of revenue where applicable. Tampering with fire alarms, extinguishers, or safety systems is strictly prohibited and will result in charges and possible legal action.

## 5. Payment, Charges, and Liability

A valid credit/debit card must be presented at check-in to cover incidentals or damages. All additional charges incurred must be settled in full before departure. We'll be able to recover any outstanding charges after departure.

## 6. Right to Refuse Service or Terminate Stay

We reserve the right to:

Refuse entry to any guest who appears to be under the influence of drugs or alcohol or poses a risk to the property or others.  
Terminate a stay at any time for breaches of these terms and conditions. No refunds will be issued in such cases.

## 7. Lost Property and Guest Belongings

The hotel is not liable for lost, stolen, or damaged personal items unless such loss, theft, or damage is caused by the staff's negligence. Found items will be held for 30 days and can be returned upon request (postage may be charged).

## 8. Guest Acknowledgement

By checking into Staverton Park Hotel & Golf Club, guests agree to comply with these Terms and Conditions. A digital or physical signature may be required at check-in to confirm acceptance.

## 9. Governing Law

The laws of England and Wales govern these Terms. Any disputes will be subject to the jurisdiction of the local courts. Thank you for choosing Staverton Park Hotel & Golf Club. We are committed to ensuring a safe, respectful, and enjoyable experience for all our guests.