

Hotel terms & conditions

The Mansion hotel booking terms & conditions

- Cancellation Policy - You must provide 48 hours notice in writing (please email reservations@coldeastmansion.co.uk) if you wish to cancel your stay free of charge. If you cancel within the 48 hours notice period we reserve the right to charge the full amount of your quoted booking fee.
- Your card details are securely kept with a third party called Judopay. We charge the full amount for your booking 48 hours prior to arrival.
- Pet Policy - Small well behaved dogs are very welcome at The Mansion. We have a limited number of pet friendly rooms available. If you are bringing your pet with you, please call to check availability on 014 8935 9333. We charge a fee of £35 pet fee.
- Smoking Policy - Damages and Theft. We are a strictly non-smoking Hotel and we will charge you a fee of £250 if any evidence of smoking in your room is found. You will also be asked to leave the hotel with immediate effect. We ask that you please do not put our staff in this uncomfortable position and respect this policy. We reserve the right to charge your card for any damages to the property and for theft, We require card details upon arrival for any bookings made through a 3rd party.

Gift vouchers/cards

- The value on the gift voucher/card can be used as full or part payment.
- The voucher cannot be exchanged for cash.
- All credit on the gift voucher/card must be used by the expiry date which is 12 months from the date the gift voucher/card was purchased. Any balance left after 12 months of not being used will be deducted.
- The Mansion reserves the right to amend these terms and conditions at any time or withdraw the voucher/card on reasonable notice. Your statutory rights are not affected.