



Bookings and Deposit

When you make a booking with Thorpe House you are entering into an agreement with us and are deemed to have accepted our terms and conditions listed below.

To confirm a booking, a deposit of the first nights accommodation is required. Bookings of one night require full payment. If a booking is four nights or more a suitable deposit will be agreed with you. In the event of more than one room being booked at one time the deposit required would refer to each room independently.

Cancellation Policy

We are a small business so cancellations can have a big impact on us, especially if we have turned away potential guests in favour of someone who has already booked and then cancels.

In the event of a cancellation up to 7 days prior to the scheduled date of arrival no charge will be made and the deposit will be returned. If you cancel your reservation within 7 days of the scheduled date of arrival a cancellation charge for the first night will be made. If, however, you cancel your reservation on the day of the booking, a full charge will be made. Bookings made within 48 hours of arrival will require payment in full and are non refundable in the event of a cancellation.

Payment of your account balance

We have credit/debit card facilities, however, cash or cheque is still preferred so that we can avoid high banking charges. Please note that there will be a 2% charge for credit card payments. There will usually be no charge for a debit card.