

THE



KINGS ARMS

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Access Statement

If you have any special requests or requirements, please let us know as soon as possible and we will endeavour to fulfil your request.

Unfortunately, there is no lift access to our Executive Rooms, please bare this in mind when booking with us. We are currently carrying out some renovations to the public areas leading to the Executive Rooms, we promise to keep any disruption to a minimum at all times.

The Kings Arms Hotel does not have its own car park facilities however street parking is available at the front of the Hotel but it is restricted to an hour maximum Monday to Saturday from 9.00 am to 17.30 pm and for that hour a Northumberland Disc needs to be displayed. There is a free long stay car park at the bottom of the street, a couple of minutes from the Hotel and it is free all day and all night.

Check in is from 15.00 pm and Check out is up to 10.00 am. Unfortunately due to the COVID-19 new cleaning measures and procedures, early check in and late check out options will not be available temperately.

Our Cancellation and No Show Policy is 48 hours before arrival.

When booking 5 or more rooms, it is classified as a Group Booking and different Terms and Conditions apply. Please be aware that the Cancellation Policy for Group Bookings is a week before arrival.

When making a reservation, we will ask for card details to secure the booking but we do not take the payment until arrival. Please be aware that the payments for the bookings will be taken on arrival. Payment methods accepted are cash or credit/debit card. Cheques and American Express are not accepted. Card details to guarantee are necessary to secure the booking (even for cash payments), without this information we cannot guarantee a reservation.

Children can stay for free when sharing a room with one or more adults using existing beds. A limited amount of camp beds and baby cribs are available upon request. Please be aware that not all of the rooms can hold a camp bed and/or a travel cot. The travel cots are free of charge and the camp bed is £30 for the total stay. We only recommend the camp bed up to 17 years old person.

Room occupancy requirements are based on insurance and fire safety restrictions. All of the rooms have got a maximum capacity of 2 people (excluding the Family room which can hold 3 people) 3 max including the camp bed. Single rooms can only hold 1 person. If you exceed the maximum number of guests allowed, you will be asked to book another room within the Hotel (subject to availability) or to vacate the property.

Children under the age of 18 years old are not allowed to stay in the Hotel without being accompanied by an adult.

Lost and found items: The Hotel is not responsible for any items left behind by the guests. Any items left behind by guests and found by the Housekeeping Department will be kept in the lost property box for a length of 1 month. If after this period, the Hotel's not contacted, all the items will be given to the charity shop. We will happy to return your lost items to you however the postage charges will be debt to the card provided when making the reservation unless the reservation was made by a different person in which case we will ask you to provide card details over the phone to proceed the charges. If preferred, the guest can send a prepaid envelope to the Hotel.

We can store bicycles overnight. Guests can put them in the Conference Room which gets locked overnight. Please contact the Hotel to inform you about the availability of the room.

Please be aware that, unfortunately, the Hotel is not Pet friendly.