



## **Important Information (including Terms & Conditions)**

**Hotel Manager Nicola Payne and the rest of our team will happily help and answer queries. If you need additional information or have a special request email [sleep@thegeorgeatbackwell.com](mailto:sleep@thegeorgeatbackwell.com) or call us on 01275 462770**

### **Location & Parking**

You will find us on the A370 just on the boundary of Backwell and the village of Flax Bourton. Our postcode is BS48 3PG. We are six miles from the centre of Bristol and the city's airport. Weston-Super-Mare is a 30 minute drive away. Our limited car park has room for 30 cars and can get very busy during peak times such as Friday evenings and Sunday lunchtimes.

We are unable to provide airport transfers and our car park can only be used while guests stay, eat or drink with us. Our Airport Parking Partner provides stress free parking just six minutes from the airport: <https://www.goblincombefarm.com/>

### **Bedroom Access**

All our bedrooms are on the first floor of our building and guests will need to use a staircase to reach them. Unfortunately, the rooms are inappropriate for people who use wheelchairs or have severe mobility problems. We will do our very best to help any guests who need assistance with luggage.

### **Cancellation Policy & Charges**

We accept all major credit and debit cards and will ask for full payment at check-out. A credit/debit card is required to secure your reservation. There will be no cancellation charge if a booking is cancelled no later than 2pm on the day before your arrival date. If the booking is cancelled later, or in the case of a 'no-show', the full amount will be charged to your card.

Occasionally accidents happen but unfortunately we have to charge guests to replace any bedroom items found missing or broken.

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### **Children**

Children must be supervised by their parents or guardians at all times. We want all our young guests to be happy and stay safe while with us.

Two of our bedrooms - Adamson and Pudding & Pie – have space for one travel cot. Children up to the age of three are welcome to stay with their parents in these rooms – free of charge – but we do not provide travel cots.

For children aged 4-16, two bedrooms - Adamson and Pudding & Pie – have space for a single made-up Z bed which we can provide at a cost of £20 per night (includes breakfast). Children aged 16 or over will need their own bedrooms. Let us know if you require the Z bed.

### **Arrival & Departure**

Check-in is from 2pm. Guests are asked to check-out by 11am.

### **Breakfast**

We serve our hotel guests breakfast in our Garden Room from 7am until 10.30am.

### **Main Meals & Lite Bites**

From 12noon main meals can be ordered in our bar and restaurant. Lite Bites are available until 5pm. Let us know if you would like to book a table.

We do not provide room service - but will of course do our best to oblige if you have a special request such as a celebratory bottle of champagne.

### **Dogs**

Well-behaved dogs are welcome visitors to our bar but we do not allow them in our bedrooms, restaurant or private dining room.

**The George at Backwell**  
**125 Farleigh Road | Backwell | Bristol | BS48 3PG**  
**01275 462770 | [sleep@thegeorgeatbackwell.com](mailto:sleep@thegeorgeatbackwell.com)**