

Reservations and Payments

When a reservation is placed and accepted at The Station Inn, you enter into a binding contract as detailed further below:

All reservations require a deposit equal to 50% of the total accommodation price per room.

All remaining balances for accommodation are to be settled within 2 days of arrival, in most cases this will be processed automatically via card details supplied during booking.

All reservations must be made with a valid credit or debit card (regretfully we do not accept American express at this time.)

Credit / debit cards do not incur any additional charges.

Please note that we are unable to accept cheques for any payment.

Prices

All prices quoted on this website are correct at the time of publishing but may be subject to change. No change will be made however after a reservation has been accepted.

All prices quoted are in £GBP and include any and all applicable taxes.

All prices unless otherwise stated are on a 'per room per night' basis.

All room prices are based on two adults sharing, please note that we cannot accept any residents under the age of 18. Adults only please.

Arrival and departure

Rooms will be available for check-in from 3pm on your day of arrival. Rooms may, on request, be made available earlier (earliest 1.30pm by prior arrangement only and may incur a supplementary fee – chargeable in advance.

Please note that our last check-in time is 10pm unless by prior arrangement agreed in writing and no later than 12midnight in any case.

Check-out time is anytime from 6am until 10:30am again unless agreed by prior arrangement and no later than 12midday, late checkouts may also incur a supplementary fee.

Pets

Whilst the pub bar itself is dog friendly in all areas, we have made the decision not to extend this to our letting rooms. The only exception to this is for guide dogs.

Cancellations

All deposits are non-refundable or transferable in any event.

Our standard cancellation policy is 48 hours prior to arrival (i.e. 3pm 2 days before) after this time all cancellations will incur a charge equal to the remaining balance for your stay. For any cancellations made before the 48hour period you will forfeit your deposit but no additional charge will be made.

No shows will also incur a charge equal to the remaining balance. (i.e. total room cost for your stay minus any deposit paid)

Reservations made for periods including but not limited to bank holidays, Christmas, new year, goth weekend(s), Whitby regatta, Whitby folk week – will, at our discretion, be subject to enhanced cancellation policies including up to 21-day cancellation periods and increased deposit payments. Any deviation from our standard cancellation policy will be explained at the time of booking.

Smoking

The Station Inn is a 100% non-smoking venue in all interior areas. Any guests found to have smoked in the rooms will be asked to leave and will incur an additional cleaning charge of £50 in addition to any outstanding balance.

Pub / Bar opening times

The station inn is open at the following times serving a wide range of alcoholic and non-alcoholic beverages including: 8 cask conditioned real ales, teas and coffee, wines and spirits.

Monday 10am – Midnight

Tuesday 10am – Midnight

Wednesday 10am – Midnight

Thursday 10am – Midnight

Friday 10am – Midnight

Saturday 10am – Midnight

Sunday 10am – 11:30pm

Please note that opening times for residents and non-residents are the same – there are no additional opening / serving times for residents.

Location, noise and accessibility

Please be aware that The Station Inn is a busy pub in the centre of town.

We have live music 4 nights of the week and are located adjacent to both a main road and the local night club, we also on occasion have to have early morning deliveries. Whilst we have taken all reasonable steps in terms of sound proofing the rooms, complete silence is not guaranteed.

Please note that our rooms are situated on the 1st and 2nd floor of the building and that we do not have a lift. As such we advise potential guests with any mobility concerns to speak with us prior to making a reservation

Afterhours access to the building is made by keyed entry via the front door of the building. For your safety and for that of other guests, please ensure that the door is firmly closed behind you on entry and exit.

Please also make sure to always have your key with you especially afterhours as a 24-hour staff presence is not always possible.

General damage

We understand that accidents can happen and that it can be embarrassing at times but please inform us of any breakages, spillages or any otherwise damage to the pub at the earliest opportunity so that any damage can be repaired / replaced and that any spillages can be tended to prior to staining. In some cases, when any damages or spillages have occurred, The station Inn reserves the right to charge your debit / credit card to facilitate any reasonable repair or replacement. Making a reservation at The station Inn is your consent to this policy.

Data Protection and Privacy

The Station Inn values and respects your privacy and will endeavour to keep your details/information as safe as possible as stipulated below.

Collection: Your contact information and debit / credit card details are collected at the time of booking.

Use and Retention: your contact information is used in a number of ways relation only to your reservation, this includes booking confirmation letters or e-mails, invoices, lost property etc. Payment details are collected for the uses of deposits, remaining balances, cancellation and no show charges as well as any potential payments relating to damages. Contact details and method of payment relation to 'trade details' are stored for 5 years as required by law whereas credit/debit card information is retained only until any remaining balances are paid and your stay has been completed, they are then deleted/destroyed.

Your contact details may be retained at your discretion for uses of newsletters / special offers etc.

Sharing: We will never disclose any of your information to any 3rd party without your express permission.

Protection: All contact and payment details are stored in our locked and alarmed office and are encrypted where possible. Only members of management have access to this office.