



Check In/Check Out

Check-in is between 3pm and 9pm. It is possible for guests to check-in outside of these times but only with prior notification. Check out is 10:30am on the day of departure. Although we do our best to accommodate all arrivals, it is the guest's responsibility to advise of an arrival outside of the check-in time frame.

Room Reservations – Payment & Cancellation Policy

For any reservation cancelled within 7 days of the date of arrival a full charge will have to be made if the room is not re-let after cancellation.

If the credit/debit card given cannot be charged then you acknowledge that the outstanding amount becomes a debt and we reserve the right to collect this money through any other appropriate means.

Should you decide to change something about your reservation please email or call us and we will try our best to fulfil your wishes. We will always try to resell any cancelled room, so there is no charge to you.

Group bookings (2 rooms or more)

We require 14 days notice of cancellation or part cancellation, or any changes to the dates of the original group booking; otherwise appropriate penalty charges will be applied. The booking must be guaranteed by credit card details supplied by each room occupant or alternatively by the group organiser on behalf of all room occupants.

No-shows

If you have booked but do not arrive and stay with us without having previously cancelled, you will be charged in full as if you had stayed.

Damage

In the event of any lasting damage to property within Sign of the Angel by guests will be at cost to the guest.

Dining

We recommend that a reservation be placed for lunch and dinner, in particular at weekends and during busy periods. We cannot guarantee a table for staying guests that have not reserved in advance.

Breakfast

For staying guests breakfast is served on weekends 08:00-09:30 & weekdays 08:30-09:30. If you require breakfast out of these times we will do our best to accommodate and please speak to a member of staff. Breakfast orders are made the night before via the order form in your room - this a measure implemented during Coronavirus to limit social contact at breakfast time.

Allergies and intolerances

Should you suffer from any food allergies or intolerances please make a member of staff aware. We will always do our best to ensure you have an experience like any other. If you have a feather

allergy please let us know on booking your room (or at least a day before your stay), so that we can swap our duck down bedding for hypoallergenic bedding.

Alcohol

Guests are not permitted to bring alcoholic refreshments onto the premises. This includes in the bedrooms, guest sitting room and the gardens. Management reserve the right to confiscate any alcohol until the guests leave.

Children

Our superior rooms can accommodate a child in a cot. We can provide a cot for £20 subject to availability.

We welcome well-behaved children of any age accompanied by adults in the restaurant and bar during lunchtime and dinner service. We offer a children's menu and additionally child portions of any of the dishes on the dining room menu are available and charged accordingly.

Smoking

We have an open courtyard located at the rear of the inn for those who wish to smoke tobacco. All internal areas of Sign of the Angel are non-smoking.

Parking

We do not have our own parking area, though in the village there is plenty of free parking. Please be mindful of the locals in the village, and do not park where signs read 'residents only'. There is also a National Trust car park by the Red Lion on the edge of the village, a short stroll from Sign of the Angel.

Phone signal

The mobile phone signal in Lacock can be very weak, but there are plenty of areas where reception can be found.

Vouchers

Our gift vouchers are valid for 12 months from their date of issue and are non-refundable.

Dogs

Dogs must be kept on a lead at all times. We welcome a maximum of one dog per room. We ask all dog owners to behave responsibly and clean up after their dog. We charge a fee of £15 per night for a dog to stay.

Owners must provide suitable bedding for their dog and ensure they are clean and dry before going upstairs. Any damage by the pet to fixtures, fittings and carpets will be billed to the owner. We are very happy to accept dogs in the inn for lunch and dinner, please make staff aware at the time of booking.

Management reserves the right to ask owners to remove poorly behaved dogs from the premises if they are seen to disrupt other guests.

Festive bookings and packages

Deposits taken at the time of booking are non-refundable. At the point where full payment is taken the entire cost of the package is non-refundable, unless the package can be re-sold in full, in which case we will reimburse you (minus the non-refundable deposit).

Accepted Credit Cards

We accept Visa and MasterCard credit cards. Unfortunately we do not accept Diners International or Amex.

Noise

Please be aware we are an Inn with rooms above, in a very old building (circa 1480). On occasions some noise can travel up to the bedrooms. We have made special physical alterations to reduce this and we do our best, where in our control, to make sure that this is reasonable. Especially early in the morning and late in the evening. We ask that from 10:30 the guest sitting room is to be a quiet room.

Keys

Should you accidentally take a key home, please let us know as soon as possible and send it back to us as soon as possible. Should a key be taken home and not returned within a week we shall replace this key and the guest will be charged.

Room security

You are responsible for your possessions during your stay. We advise that you keep your bedroom locked when not in the room.

