

## **Terms and Conditions of Booking**

### **CONFIRMATION OF BOOKINGS**

A booking will only be regarded as confirmed when either it has been guaranteed with a credit or debit card number upon payment of the appropriate non-refundable booking fee, or (cash funds received).

Telephone credit and debit card bookings (MasterCard, Visa and Maestro) are accepted. We only accept cheques in special circumstances and to confirm bookings they should be received by us at least six banking days prior to your arrival. By using our booking system, you are giving us permission to take the credit or debit card details to accept your reservation as a confirmed booking without any further action required on your part. Non-refundable deposits will only be taken for Apartments, special breaks or advance purchase rates. We do not accept stag or hen parties.

### **CANCELLATION**

We strongly recommend that you take out Travel Insurance to cover your obligations under a booking contract. Should circumstances prevent you from taking your holiday as planned or make it necessary for you to curtail it, you should notify us by telephone immediately and in writing by email or fax. If you have booked on a flexible rate basis, non-arrival or cancellation less than 24 hours prior to the arrival date will result in the full confirmed value of the stay being charged. If you have booked an "advance purchase rate, any cancellations or amendments will result in our retaining the full advance payment of your stay as that is the condition of the booking rate you have chosen. Cancellation charges if due, may be taken from your credit or debit card. If the hotel cannot honour a booking or bookings, it or they will be transferred to a later date if possible or cancelled at no charge and where the hotel cannot honour bookings, its liability is limited to full re-imburement of any pre-payments.

### **CHECK-IN**

Hotel rooms will be available from 3pm onwards and Apartments from 4pm. Please inform the Hotel if you expect to arrive after 10pm. On arrival, if you have not pre-paid, the full balance of your booking is requested by Credit Card, Maestro or other debit card or by cash. Cheques will not be accepted.

### **CHECK-OUT AND PAYMENT OF ACCOUNTS**

Bedrooms and Apartments must be vacated by 11am on the day of departure. Failure to do so by this time may result in a late checkout charge which is currently £20 per hour or part thereof Payment for any extras is due on presentation of account and may be made by credit card (MasterCard and Visa), debit card or cash. Should you have reason to query any part of any invoice, you should pay the undisputed part of the sum owed on the date it is due and the remainder once the query has been resolved. Amounts remaining unpaid after their due date will be liable to interest at the rate of 2.5% per week, calculated from the date of the account. Any collection costs incurred by the Hotel (including fees billed by collection agencies, credit reference agencies, bailiffs and solicitors) will be added to the final amount payable and will also be subject to interest at the rate stated.

### **VAT and GRATUITIES**

Tariffs quoted are inclusive of VAT at the current rate unless stated otherwise. We reserve the right to increase our price to you should the VAT rate be different at the date of your invoice. Gratuities for staff are entirely at the discretion of the guest and the total given will be shared amongst all the staff.

### **VALUABLES**

The Hotel will not be responsible for guests' valuables unless they are deposited in the Hotel safe under our Safety Deposit procedure. We recommend that guests insure their own possessions.

### **CAR PARKING**

Parking is available free of charge within the Hotel grounds on a first come first served basis. Vehicles and their contents are parked entirely at guests' own risk. On check-in you will be provided with a parking slip to place in the car window, this is to inform Hotel Reception, Managers and Night Porters that your car is permitted to be in our car park during your stay. If you are staying in one of our Apartments there is parking outside them which is accessible via Studland Road.

### **DOGS**

Well-behaved small dogs are welcome in the Hotel at tariff rates provided that they have been pre-booked and comply with our size requirements. They are not permitted in the Leisure Club or Restaurant but are allowed in The Bridge Bar & Grill and in the two Reception alcoves They must be kept securely on a short lead at all times when in the hotel other than in your bedroom. Dogs are not permitted in the Garden area. We regret that we must

charge for any damage caused to furniture, carpets, bedlinen, etc. Management reserves the right to require you to remove your dog from hotel premises in the event that its behaviour is considered unacceptable.

#### LAUNDRY/DRY CLEANING

A same-day laundry and dry-cleaning service is available from Monday to Friday through an outside contractor and items should be left at Reception by 8.30am. Please ask Reception for details of charges.

#### LEISURE FACILITIES

All residents may use the facilities of the Leisure Club without charge during their stay subject to acceptance of the safety rules available from Reception, and to booking a 45-minute timeslot with Reception. The Leisure Club comprises indoor heated pool, studio gym and spa bath. It is essential that safety rules are followed.

#### TOWELS

We do request that Hotel towels are not removed from the bedrooms.

If you are staying in an Apartment, please note that towels are supplied but not changed daily as the Apartments are not fully serviced. Towels for use in the Leisure Club are available from Reception and must be returned to the towel bins in the Leisure Club after use.

#### MEALS

A Breakfast Buffet is served in the Cunarder & Conservatory Restaurant every morning but must be booked in advance with Reception. Breakfast: 7.30am – 10am Monday to Friday; 8am – 10.30am Saturday and Sunday. Bar snacks and meals are available in The Bridge Bar & Grill between 5pm and 8.45pm (last orders) daily. Dinner is available in the Cunarder Conservatory Restaurant from 7pm (6pm during school holidays) till 8.45pm (last orders). As a courtesy to other diners, we request that smart casual wear (i.e. not shorts, vests, tracksuits etc) is worn in the Cunarder Conservatory Restaurant for dinner. The Bridge Bar and Grill is more relaxed.

#### SMOKING

Smoking or vaping (E-Cigarettes) is not permitted in any part of the Hotel or Apartments. E-Cigarette chargers must not be plugged in. If a room or bathroom needs to be fumigated because smoking or vaping has taken place, the cost of £100 plus VAT per room will be payable (plus the cost of any unlettable period as below) and may be taken from your credit/debit card.

#### GENERAL

No allowance can be made for meals not taken nor temporary absence when they have been booked on inclusive terms. We reserve the right to alter, substitute or withdraw any service, entertainment, facility or amenity described or to vary the tariffs given without prior notice

#### DAMAGE

Any cost incurred by the Hotel in replacing missing items or in repairing damage caused by a guest or an individual in his/her party to the property of the Hotel or Apartments or in compensating any other person, must be borne by the guest. If a room or Apartment is unlettable due to damage caused by a guest or requires fumigation, the daily rate for that room will also be charged for the period until it is again lettable. Such costs may be charged to your credit or debit or charge card. In the event that damage to accommodation, howsoever caused, prevents use of the accommodation by guests who have booked it for a subsequent period, the Hotel's liability will be limited to endeavouring to find suitable alternative accommodation for such guests, failing which, offering postponement of the booking to a later date or a full refund.