

## **TERMS AND CONDITIONS AT THE ROYAL HOTEL.**

*"The following terms and conditions are designed to avoid any misunderstandings regarding reservations at The Royal Hotel. The following apply to all bookings"*

### **1. Booking Confirmation / Guaranteed Reservations.**

In the case of telephone bookings you will be asked to either confirm in writing by fax, or "guarantee" payment for the stay by supplying a credit card number or a company account reference.

### **2. Non-arrival.**

Reservations are held for guests until checkout the following day. If the guest fails to arrive then a) the company is liable for the cancellation fee or b) the cancellation fee is charged to the credit card number which was supplied in the initial reservation. Cancellation fees are usually equal to the cost of the room minus either one or two breakfasts.

### **3. Cancellations.**

Cancellations must be made before 12 noon on the day of arrival. Any cancellations made after 12 noon on the day of arrival will result in a fee being made to the credit card number given on booking the room, or any deposits made will be forfeited. However if the room is resold for that evening then the charge will be waived. If cancelling a room prior to the deadline it is very important that you obtain a cancellation number, which you should keep safe for 7 days in the event of any query.

### **4. Amendments.**

Amendments must be made before 6pm the day prior to arrival. This means that the hotel has some notice to best accommodate these changes.

### **5. Bookings of between 7 – 10 rooms.**

Being a small hotel bookings made for over 7 bedrooms represents a large proportion of our available letting capacity. As such bookings for over 7 rooms are taken at the discretion of the management. Bookings must be guaranteed as stated in Section 1. Cancellations for all rooms must be made at least 1 week in advance and our cancellation numbers retained for a further 7 days.

Bookings for over 7 but less than 10 rooms must be settled 7 days prior to arrival – full payment is required.

### **6. The Royal Hotel NW Limited.**

Reserves the right to cancel any rooms not guaranteed by noon on the day of arrival.

### **7. Vacating and occupying rooms.**

Bedrooms are normally available from 2.00pm on the day of arrival. Guests must depart by 11.00am on the departure day. Should this prove inconvenient, then please consult our Duty Manager who subject to hotel occupancy may be able to extend these hours. Failure to leave the room before 11.00am and without seeking approval will result in an extra days accommodation being charged for.

### **8. Methods of payment.**

The following are acceptable as methods of payment :- Cash, Mastercard, Visa, Delta, American Express, Switch, Diners Club, Travellers Cheque (any currency) Foreign Currency (cash) JCB Card, Eurocard, Bankers Draft, company cheque. Personal cheques may only be accepted if supported by a current and correct cheque guarantee card, valid for the amount being paid. More than one cheque may be needed to cover an amount.

Credit facilities for companies are not offered automatically and can only be arranged 7 days prior to arrival and by completing a credit application form, for which a small credit check fee is applicable.

### **9. Inclusive Rates.**

No allowance nor refund can be made for meals not taken on inclusive rates.

### **10. Tariffs.**

Tariffs are subject to variation upon season and those quoted in literature etc. are the minimum for the period to which it applies. All tariffs subject to change without notice at the discretion of the Management. Inclusive tariffs and special packages are subject to availability and can only be booked in advance. It is not possible to change the tariff once checked into the hotel. Weekend and other special rates may be withdrawn at any time. All information and prices were correct at the time of printing but are subject to change without prior notice.

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