

## **Terms & Conditions for The Wilton Hotel**

### **Reservations**

Your room is reserved up to 10pm on the arrival date. If you wish to arrive any later, you must make prior arrangements with the management. You must guarantee your reservation at the time of booking. You can guarantee your room by giving your credit or debit card details at the time of booking or paying for your room in full.

Payment may be made by cash or credit/debit card. Credit cards carry a 2% charge. Cheques to the amount of a current cheque guarantee card issued by a major UK bank are also accepted when supported by such a cheque card. Cheques over the guarantee card limit must be received at least seven (7) working days before the arrival date. The Wilton Hotel regrets that if a cheque arrives late or is dishonoured, it may not be able to keep the room available.

For any special offers, you must quote your offer details at the time of making your reservation as to do so after, the offer would not be applicable as amendments can not be made from the date your reservation was confirmed. We reserve the right to withdraw any offer at any such time and subject to reasonable attempts to contact guests who are holding such offers.

### **Pricing**

The accommodation prices quoted when you book are 'from' rates and prices are per person per night for Bed and Breakfast, unless you have booked a "special deal". Price includes service and VAT at 15%. Prices are valid from 1 January 2009 until further notice. Prices are subject to availability. The Wilton Hotel reserves the right to review its prices from time to time.

### **Methods of Payment**

**Payment by credit/debit card or cash must be made in full on arrival.** Credit cards carry a 2% charge.

### **Cancellations and Amendments**

No refunds will be made in the event of early departure. In the event of cancellation or curtailment the person named at the time of booking will be liable to pay the total cost of the reservation less any allowance for food and service. The outstanding balance may be charged to the debit/credit card that was charged with the initial deposit. If you do not cancel the booking but fail to arrive for the whole or part of any period booked you will still be responsible for the total cost of the booking. This may be charged to the debit/credit card that was charged with the initial deposit.

Deposits are not refundable. **We recommend that you arrange holiday insurance in the event of cancellation.** For group bookings deposits may not be offset against the total booking cost in the event of partial cancellation as the deposits are per person.

If we are forced to cancel the booking for reasons outside of our control we will give you as much notice as possible and reimburse any sums already paid. We will not have any further responsibility to you.

### **Special Requests**

We are happy to assist with any special requests although we stress that special requests cannot be guaranteed.

Family Rooms offer accommodation for two Adults and up to three Children.

All our rooms are non smoking and anyone who smokes in a room will be asked to leave and charged a deep cleaning fee of up to £250.

### **Special offers and reduced prices.**

In order to claim reductions for children, and/or take advantage of family deals, you may be asked to provide children's proof of age. Proof can include birth certificate, medical card, passport, letter from official body, including school on official headed paper. If proof of age is not provided you may be required to pay full adult price.

### **Meals**

Meal times are pre arranged, and no allowance can be made for meals not taken. Breakfast is served between 8.45am and 9.15am. 5-5-5 special evening meals are a 5 course set meal served at 5pm at a cost of £5. Evening meals are available later at a minimum cost of £20 per head.

### **Check-In/Check-Out**

Rooms are normally available from 2pm on the day of arrival.

To guarantee access to a room prior to the pre-stated check-in time, the room must be reserved from the night prior.

**Please let us know if you expect to arrive after 10.00pm.**

**Your room must be vacated by 10.00am** on the day of departure. Failure to leave your room by this time will result in additional charges up to and including the cost of one night's accommodation.

### **And finally...**

We are willing to allow you to bring small friendly dogs to The Wilton Hotel. However, with the exception of guide dogs, there will be a charge of £25 regardless of the length of your stay. Bringing dogs without making prior arrangements is not allowed. You cannot bring dogs in to any public areas in the hotel and dogs should be kept on a lead at all times. The proprietors reserve the right to amend, curtail or terminate any contract should the conduct of any dog cause any detriment to the well being or comfort of other guests.

Reservations for rooms are non-transferable and must not, under any circumstances, be sold or otherwise transferred to a third party who is not a member of your group

We cannot accept responsibility of loss of guest's property unless handed in for safe custody. We cannot accept any liability for loss or damage to guest's vehicles or their contents

Children under 16 years of age must not be left unsupervised by adults in bedrooms.

The person named at the time of booking will be responsible for the cost of repair or replacement of any hotel property, equipment, or fixtures lost or damaged by themselves or members of their party during their stay. The outstanding balance may be charged to the debit/credit card that was charged with the initial deposit.

The proprietors reserve the right to amend, curtail or terminate any contract should the conduct of any person who is a party to that contract cause any detriment to the well being or comfort of other guests. Should such curtailment take place the full booking cost will remain payable, and there will be no refunds.

For the avoidance of any doubt these conditions also apply to all persons that accompany the person named at the time of booking and/or to any persons that the person named overleaf may have booked accommodation on their behalf. All information and rates correct at time of going to press (1 May 2008) and are subject to change without notice.

**For further details please contact The Wilton Hotel direct on 01253 346673**