

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 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 cannot 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 current rate. Prices are valid from 8 January 2011 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 or 30 days prior to arrival in some cases. 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. Please make special request at the time of booking, not on arrival.

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.

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. Evening meals are a 5 course set meal served at 6pm Monday – Saturday Sunday lunch is at 1pm. The set meals at these times start at £5. Meals are available at other times at a minimum cost of £20 per head.

Check-In/Check-Out

Rooms are normally available from 2pm on the day of arrival. However, you may park your car and leave luggage any time after 10.30am

Please let us know if you expect to arrive after 10.00pm as check in facilities normally close then.

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.

Car Park

Please note that our car park can accommodate up to 16 cars. Cars parked in the car park will be blocked in. The only time of day when we can **GUARANTEE** your car can be moved is 10am. You must be available at this time to move your car or make arrangements with us to move your car. You must leave your car keys with us – This is a condition of using the car park and is so your car can be moved in case of emergency.

And finally...

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 (8 Jan 2011) and are subject to change without notice.

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