

Terms & Conditions

BOOKINGS & PAYMENT

All reservations require a deposit or a credit card number at the time of booking to secure the reservation. Our policy is to take a deposit of the sum of the first nights stay if paid in cash or cheque or we will also take credit card details as a guaranteed method of payment.

The card will not be charged without your authorisation unless you fail to comply with our cancellation policy. The credit card will also be used to guarantee payment on any items you may charge to your account during the course of your stay with us such as meals, drinks or telephone charges.

The following credit/debit cards are accepted at the hotel as a method of payment: VISA, Mastercard, America Express, Laser, Diners Card, Delta and Maestro.

CHECK-IN/CHECK-OUT TIMES

You may check-in to the hotel any time after 2pm on the day of your scheduled arrival. All guests must check-out of their rooms by 12pm (midday) on the day of departure.

CANCELLATION POLICY

If you cancel your booking up to **48 hours** (two working days) prior to your scheduled arrival at the hotel, any deposits paid will be refunded in full.

Should you cancel up to **24 hours** prior to your scheduled arrival at the hotel you will be charged for 50% of the first night's accommodation of your booked stay with us but not for the food included in your package.

In the event that you do not cancel the booking and do not arrive for your stay you will be charged for the first night of your stay to include food charges plus 50% of your accommodation rate for the second night of your stay where applicable.

On cancellation of a reservation you will be issued with a cancellation number which you should retain along with your booking confirmation for your own records.

GROUP BOOKINGS

We welcome those of you who travel in groups and we will endeavour to make any arrangements possible on your behalf to make your visit to our hotel and indeed the 'Sunny South East' more enjoyable. We would like to remind you however, that we will have other guests staying at the hotel who will expect a restful stay. We insist that you display the same level of courtesy and respect to other guests and staff as you will experience personally during the course of your stay with us. Excessive noise cannot be tolerated for this reason. Should you wish to dine as a group in Valhalla Restaurant we advise booking well in advance to avoid disappointment. Again, if we can make any arrangements or recommendations prior to your arrival simply ask, we will be delighted to help you.

NOTE

Every effort has been made to ensure that all the details on any promotional literature are accurate and up to date. From time to time, amendments may be made. If this is the case we will do our utmost to give you any updated information at the time of your booking or enquiry.