

Terms and Conditions of Reservations

1. Guaranteed Reservations

Reservations will be guaranteed on receipt of full payment of the cost of the first night of your stay or a credit/debit card number. The Pegwell Bay Hotel reserves the right to release any reservations that are not guaranteed for general sale.

2. Deposits

Please note that deposits are refundable, or transferable to a future reservation, if cancelled within the Conditions detailed in Section 3. Deposits are **non-refundable** if the sufficient cancellation notice has not been given.

3. Cancellation Policy

Cancellation of your hotel reservation by you:

Cancellations must be received by the hotel no later than 12.00pm the day prior to your scheduled arrival at the hotel. Cancellations received after this time may be subject to cancellation charges equivalent to the cost of the first nights' accommodation. In the event that we are able to re-sell the accommodation there will be no charges levied. We reserve the right to charge any cancellation fees to any credit or debit card used to guarantee your reservation.

Cancellation of your hotel reservation by us:

In the unlikely event that we are unable to supply your hotel room as booked for whatever reason, we will inform you of any cancellation or amendment to your reservation as soon as possible and not later than 14 days before the scheduled date of your arrival at the hotel except where circumstances surrounding the cancellation are beyond our reasonable control i.e., force majeure*. In the event of any cancellation or change to your reservation by us you will have the choice of either;

- a. Accepting alternative accommodation at a suitable local hotel of equal standard to The Pegwell Bay Hotel at no additional cost to you.
- b. Choosing an alternative room or date(s) where available at the price originally quoted to you for the cancelled reservation.
- c. Cancelling your reservation with a full refund of any monies paid by you.

*Force majeure being circumstances beyond our control including (but not limited to) industrial disputes, natural disasters, fire, technical problems, inclement weather and acts of Government.

4. Non-Arrivals

Non-arrivals will be subject to a fee of 100% of the cost of the first night's accommodation as per terms described in section 3.

5. Group Reservations

Confirmation of group reservations (5 rooms or more) is required no later than 4 weeks before the day of arrival. Any rooms not named or guaranteed at this stage will be released for general sale. Cancellation & Non arrival charges are as per those described in sections 3 & 4.

6. Children

Extra beds can be provided for children where possible and subject to availability at a cost of £15.00 each including breakfast. Cots are also available subject to availability at no additional charge. Children over the age of 15 are able to occupy a room on their own and will be charged at the published rate.

7. Parental Responsibility

Children remain the responsibility of the parent or guardian at all times. Please note there are no baby-sitting or baby listening services available.

8. Arrival/Departure

Rooms will be available from 2.00pm on the stated day of arrival. Rooms must be vacated by 11.00am on the stated day of departure. Any rooms not vacated by 12.00pm are subject to an additional charge equivalent to the cost of one night accommodation and at the discretion of the hotel.

9. Pets

Pets are not permitted in the hotel bedrooms. Guide dogs for the blind and hearing dogs for the deaf are permitted by prior arrangement.

10. Electrical Equipment

Electrical equipment is brought to the hotel and used at your own risk

11. Restaurant Reservations

It is advised that you make any lunch & dinner reservations prior to your arrival at the hotel as tables cannot always be guaranteed.

12. Payment

Credit facilities will only be extended to you during your stay at the hotel upon production of a valid credit or debit card, which will then be authorised in your presence. This then enables you to settle your bill on departure.

Full payment is required on arrival if you do not require credit facilities. In these circumstances all consumables purchased during your stay will be charged at the time of ordering.

13. Prices

All prices are inclusive of VAT @ 15 % and include breakfast unless otherwise stated.

14. Weekend Bookings

The Pegwell Bay Hotel operates a policy of 2-night bookings over the weekend period (Friday –Sunday inc). One-night bookings will be accepted subject to availability. 2-night weekend bookings will only be amended at the discretion of the hotel. If the number of nights is subsequently reduced to one, the rate applicable for two nights will be charged.

15. Discounts

Guests attending functions at The Pegwell Bay Hotel are entitled to a 10% reduction on the published room tariff. Please note that the function discount cannot be combined with any other offer or promotion. Please note that there are no discounts offered for children occupying their own rooms.

16. Parking

Parking facilities are available and vehicles and their contents are left entirely at the owners risk.

17. Complaints Procedure

Should you be dissatisfied with any aspect of your stay you should contact the Hotel Manager who in most cases will be able to help you immediately so that you can enjoy the rest of your stay. In the unlikely event of the Hotel Manager being unable to rectify any problem or if you remain dissatisfied, we will forward your complaint to The Operations Director, Thorley Taverns Ltd to resolve any outstanding issues you may have.

18. Terms and Conditions of Reservations

Receipt of a deposit/payment or credit/debit card number against a reservation will be deemed as acceptance of the terms and conditions as outlined above.

19. Safety and Security

Any hotel guest acting in an unruly or threatening manner towards any other guest or member of staff will be asked to leave the hotel immediately.