

HOTEL BOOKING POLICIES & TERMS AND CONDITIONS PAGE:

1. General Terms:

1.1 Definitions

- a. **Hotel:** Refers to The Bath Rooms
- b. **Guest:** Refers to the individual making the booking
- c. **Booking:** The reservation made by the guest for accommodations or services at the hotel

1.2 Acceptance of Terms:

By making a booking at The Bath Rooms, the guest agrees to comply with and be bound by these Terms and Conditions

2. Booking and Reservations:

2.1 Booking Procedure

- a. Bookings can be made via our website, by phone, or through authorised 3rd party booking sites such as Booking.com, Expedia etc.
- b. A valid credit card is required to secure a booking.

2.2 Confirmation

- a. Upon making a reservation, the guest will receive a confirmation email detailing the booking particulars.
- b. Guests are advised to check the confirmation for accuracy and inform The Bath Rooms directly as soon as possible of any discrepancies. If you have booked through an authorised 3rd party, you may be required to contact them to make any amendments to your booking.

2.3 Special Requests

- a. While the hotel will endeavor to accommodate special requests, these cannot be guaranteed.

3. Rates and Payment:

3.1 Room Rates

- a. Room rates are per room, per night, and include applicable taxes unless otherwise stated.

- b. Rates are subject to change without prior notice, these changes do not apply to existing bookings.
- c. Modification of bookings will be subject to the current room rates at the time of modification.

3.2 Payment

- a. Full payment for the stay is required before check in and may be processed at least 48 hours before your arrival date.
- b. Accepted payment methods include Visa and MasterCard credit and debit cards.
- c. The hotel reserves the right to require a pre-authorisation amount to be charged to your card to guarantee the card is valid upon your arrival.
- d. Upon refusal of the pre-authorisation amount to be charged, management reserves the right to cancel your booking without a refund.

3.3 Additional charges

- a. Guests are responsible for any additional charges incurred during their stay. These include but are not limited to: damage, soiling charge, smoking/vaping charge, tampering with fire equipment, theft, lost keys and unpaid bills from The Bath Tap.

4. Cancellation and No-Show Policy:

4.1 Cancellation

- a. Cancellations made at least 48 hours prior to the check-in date will not incur any charges, and the booking will be cancelled free of charge.
- b. Cancellations made within 48 hours of the check-in date will incur a fee equal to the full balance of the booking.
- c. Cancellations of Non-Refundable bookings will not be provided with a refund irrespective of the time in which the cancellation request is raised. Any cancellations will be charged at 100% of the total booking.

4.2 No-Show

- a. Guests who do not arrive on the scheduled arrival date and have not canceled their reservation in accordance with the cancellation/booking modification policy will be charged for the entire stay.
- b. Should the guest arrive at a later date than their intended check in date, a refund will not be issued for the night/s the guest did not stay at the hotel.
- c. Guests who do not give prior notice to the hotel that they will not be arriving on their intended check in date will be marked as a no-show and the booking will be cancelled without a refund.

4.3 Booking Modifications

- a. Modifications to bookings can be made up to 48 hours before your arrival date without any charges.

- b. Modifications to bookings made after this time will be charged at the full amount of the original booking amount.
- c. Modifications to bookings made after check in, to reduce the amount of nights that were originally booked, will not be actioned and a refund will not be issued for any unused nights.

5. Check-In and Check-Out

5.1 Check-In

- a. Check-In time is from 3:00 PM onwards.
- b. Early check-in is subject to availability. Prior notice of an early check-in request must be submitted to the hotel directly and must be confirmed by the hotel.

5.2 Check-Out

- a. Check-out time is by 11:00 AM
- b. Late check-out is subject to availability. Prior notice of a late check-out request must be submitted to the hotel directly and must be confirmed by the hotel.
- c. Failure to check out by the check-out time may incur a charge up to the equal cost of an additional night stay.
- d. Keys must be deposited and returned at the time of check-out. Unreturned keys may incur a cost equal to but not limited to £25.

6. Guest Responsibilities

6.1 Conduct

- a. Guests are expected to conduct themselves in a respectful manner towards other guests and staff members.
- b. The hotel reserves the right to refuse accommodation or remove a guest for misconduct without a refund.
- c. The hotel reserves the right to remove guests found to be exercising excessive noise and causing disturbances to other guests.

6.2 Damage

- a. Lead guests are responsible for any damage to hotel property caused by themselves, or any additional guests that are staying as part of their agreed booking.
- b. The hotel reserves the right to charge guests for any such damage.

6.3 Smoking

- a. The hotel operates a strict non-smoking policy, this includes cigarettes, cigars and the use of e-cigarettes.

- b. The hotel reserves the right to charge guests a minimum of £100 for any evidence of smoking within the hotel premises including inside The Bath Tap.
- c. A minimum of £200 will be charged to your card should the activation of a fire alarm cause a fire brigade response due to smoking/vaping by the guest, or any additional guests that are staying as part of their agreed booking
- d. A minimum of £200 will be charged to your card should the hotel find any evidence of tampering with fire safety equipment by the guest.

7. Terms & Conditions:

7.1 Age Requirement:

- a. Guests must be at least 18 years old to check-in without a parent or legal guardian.
- b. The hotel reserves the right to ask for valid government-issued identification for proof of age.
- c. The hotel reserves the right to refuse accommodation to guests attempting to check-in under the age of 18 without a parent or legal guardian.

8. Occupancy:

- a. Room rates are not based on the occupancy of the room.
- b. Maximum occupancy per room is as follows: 2 adults or 1 adult plus 1 child.
- c. The hotel reserves the right to remove additional guests that are not accommodated as part of the lead guest's reservation.
- d. An additional room charge may be charged in the event of additional guests that are not accommodated as part of the lead guest's reservation. This charge is in line with the room rate for the night that the additional guest/s stayed in the property.

9. Pet Policy:

- a. Pets are not allowed in any of the hotel rooms.

10. Hotel Liabilities

10.1 Personal Belongings

- a. The hotel is not responsible for the loss or theft of personal belongings.

10.2 Unforeseen Circumstances

- a. The hotel is not liable for any unforeseen events beyond its control that may affect the guest's stay, including but not limited to natural disasters, government regulations, or strikes.

10.3 Liability

- a. The hotel is not liable for any injury, loss, or damage to guests or their property, except as required by law.

11 Privacy Policy

11.1 Data Collection

- a. The hotel collects personal data from guests for the purpose of processing bookings and providing services.
- b. Personal data will be processed in accordance with applicable data protection laws.
- c. Personal data is stored in line with GDPR regulations.
- d. Personal data for bookings are securely stored along with your booking using FreetoBook and Stripe Payments - a global payment processing platform.
- e. The hotel will not share personal data with third parties without the guest's consent, except as required by law.

12 Governing Law

These Terms and Conditions shall be governed by and construed in accordance with the jurisdiction of England and Wales.

13 Amendments

The hotel reserves the right to amend these Terms and Conditions at any time. Guest will be notified of any significant changes that affect their booking.

Contact information:

For any queries or concerns, please contact us at:

- **Phone:** 01524 481601
- **Email:** enquiries@thebathmorecambe.co.uk