

GUEST TERMS AND CONDITIONS

1. HOW TO BOOK

- Contact the Hotel on 01243 826222
- E-Mail to: accommodation@royalnorfolkhotel.com
- Send a Fax on 01243 826325
- Send the enclosed Reservation Form

You will be asked to guarantee your booking for your stay, holiday or break, normally with a Credit/Debit Card. At least 5 working days are required to process a cheque deposit.

2. ARRIVALS AND DEPARTURES

Bedrooms are normally available from 2 p.m. on the day of arrival and will not be held beyond this time (except where a deposit has been paid, a booking guaranteed by a major credit card, a fax from a company with an authorised signature or travel agent) Please advise the hotel if you are to arrive after 8 p.m. Departure is by 12 noon but you may be able to extend departure to 4 p.m. on Sundays, subject to prior arrangement with the Hotel.

3. PAYMENT

Settlement of your bill, less any advance payments, must be prior to departure from the hotel. Your bill will include all extras, for example, drinks or telephone calls that are not included in your package price. Cheques must be supported by a valid Cheque Card. Company cheques are not accepted without prior clearance. We accept all major Credit and Debit Cards. Some special breaks and offers require payment in full (non refundable) at time of booking.

4. CANCELLATIONS AND AMENDMENTS

If you wish to cancel a room booking this must be done by 2 p.m. on the day prior to your arrival, we reserve the right to charge the price of one nights stay per adult, if a Credit or Debit Card has been used as a guarantee, the charge will be levied against this. If you wish to amend a booking other than increase the value of the booking an Administration Fee of £10.00 per booking is payable.

5. AVAILABILITY

All our short breaks, holidays and special offers are subject to availability and the discretion of the Hotel Manager. These prices are discounted from our standard tariff, thus representing excellent value for money. When these allocations are full, accommodation may be available at a higher price.

6. TERMS AND PRICES

All our prices are inclusive of the current rate of V.A.T. We reserve the right to alter our prices for any reason up to the date of your booking or up to 12 weeks before your arrival, whichever is the later. After such date we may only alter our prices to reflect a change in the rate of V.A.T. or for any other reason outside our control in which case the change will be notified to you. In the latter event you will have the right to cancel the booking without cost. Where services such as entertainment are provided by third parties, the price of that service is subject to change without notice.

DBB packages are only available at the time of booking for each night of your stay, and cannot be upgraded during the stay for the price difference from the published BB package. There is no refund for meals not taken. Drinks are not included.

6. SPECIAL PRICES FOR CHILDREN

Children 5 years to 14 years (inclusive)

When staying on the same meal plan as accompanying adults children in accommodation with one or two adults will be charged at 50%

Children under 6 years of age

Accommodation and meals will be free of charge when sharing with one or two adults. (Max. three children)

7. SPECIAL ROOMS

For a small supplement we have feature rooms/suites e.g. a four poster bed, extra sitting area with superb views and seaviews.

8. DOGS

Dogs are accepted at the discretion of the Management, and with the exception of guide dogs are not allowed in the Restaurant. If you wish to bring your dog, please check in advance with the hotel. You are responsible for controlling your dog, and will be liable for any damage, soilage or injury however caused by the dog. A limited number of rooms can be allocated for guests with dogs

9. CAR PARKING

Car Parking is free to residents of the Hotel. We do not accept responsibility for damage to, or theft from, vehicles parked on the hotel premises. Permits are issued by reception on arrival and must be handed in on departure. Failure to return the permit may result in a fee being charged. (currently £25).

10. INSURANCE

You are recommended to have insurance to cover cancellation, curtailment and loss of baggage, personal effects and money when taking breaks we have advertised. Please ask a Receptionist to send a form when making a booking.

11. BROCHURE/TARIFF ACCURACY

All information and prices are correct at the time of printing and can be subject to change as detailed in Section 5. Prices will be confirmed at the time of booking wherever possible. Photographs are provided to give an impression and do not guarantee a level of service or facilities.

12. COMMENTS AND COMPLAINTS

Any comment or complaint regarding your stay should be made to the General Manager or Duty Manager at the time of your visit so that we can try to resolve the matter immediately. Alternatively, please write within 28 days to the General Manager/Guest ~Relations Manager

13. LIABILITY

Other than for death or personal injury caused by negligence of the Hotel, the hotel's responsibility to the guest is limited to the price of your booking plus expenses directly and necessarily incurred by the guest to comply with the booking. The hotel will not be liable for failure to perform to the extent that the failure is caused by any factor beyond its reasonable control. Guests are responsible for any damage caused to the allocated rooms, furnishings, utensils and equipment in them by any act, default or neglect of the guest, and will pay to the hotel on demand the amount required without being liable for any refund or compensation.

14. BEHAVIOUR

The Hotel is a non smoking establishment charges will be incurred for anyone infringing this policy.

The hotel reserves the right to judge acceptable levels of noise or behaviour of guests, who must take all steps for corrective action as requested by the hotel. In the event of failure to comply with management requests, the hotel may terminate the booking or stop any event immediately without being liable for any refund or compensation

15. DISCRIMINATION

It is the policy of the hotel not to discriminate on the grounds of race, colour, nationality, creed, sex, marital status, age, ethnic origin or disability. Guest are expected to adhere to this policy and the hotel may, without incurring any liability to the guest, remove from the hotel any person or persons offending against this policy.

16. STATUTORY REQUIREMENTS

The hotel is subject to statutory controls, including these relating to fire, licensing, entertainment, health, hygiene and safety. These must be strictly observed by guests.

17. DATA PROTECTION

The information provided by the client may be processed by the Hotel for purposes is has notified to the Data protection Registrar. By confirming the booking the client consents to this processing information.

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