

## **Bella Vista Hotel, Weston-super-Mare – Terms and Conditions**

Thank you for choosing to book with us. We look forward to meeting you and hope you will enjoy your stay.

The following terms and conditions apply to your booking. They form part of a legally binding contract between us and you.

### Deposit

A non-refundable deposit of the cost of the first night's stay is required at the time of booking, to be paid by credit/debit card. We are willing to take cheques if received more than 7 working days prior to arrival. If you cancel less than 48 hrs before arrival (or do not show) you will be required to pay the full amount due for the whole of your stay.

### Child rates

Please note that child rates apply up to the age of 16. Full adult rate applies for everyone aged 16 and over. Babies and infants are also charged at the child rate.

### Payment

The balance for your stay is payable on arrival. This can be paid by cash (sterling) or debit/credit card. If you want to pay by cheque then this needs to be with us at least 7 working days in advance.

### Arrival and departure

You will be able to check in between the hours of 2pm and 7pm. We will also try our best to accommodate an earlier or later check-in if possible, if booked in advance. If your room is not ready for an earlier book-in you are welcome to bring your luggage for us to store securely for you.

Please phone in advance to advise us of an estimated time of arrival, as our reception is not continually manned. We appreciate that people can be delayed on their journey. Where this is the case, we would appreciate being kept informed of the anticipated arrival time.

Same-day on-line bookings are not available after 4pm. If you do book on-line on the same day it would be helpful if you would ring us with your estimated time of arrival.

Check out time is by 10am on the day of departure. If you would like to check out after this time please let us know in advance. We will try to meet your requirements but this cannot always be guaranteed. If a room is not available for preparing for our next guest by 11am we reserve the right to charge for an additional night's stay. If you wish to store luggage for collection later please ask and we will do our best to help.

### Damages and Breakages

We are sure that you will take care whilst you stay with us, and we acknowledge that accidents sometimes happen. We do however reserve the right to charge for any damages or breakages, for any items discovered missing after you depart, for the cost of the room for any period of time for which it is considered un-usable due to damage at our discretion. In agreeing to our terms and conditions, you authorise us to charge this amount to your credit/debit card used to secure the booking. If you paid your deposit by cheque you will receive an invoice for the charges to be settled on departure. If the damages/breakages are discovered after you depart, we reserve the right to charge reasonable repair costs to your account.

### Smoking Policy

As with all hotels, we are a No Smoking establishment. It is against the law to smoke on the premises. If we find that guests have been breaking the law by smoking in the room, on the room balconies or anywhere on the premises, then the offender(s) will be required to leave immediately. The guest(s) will remain liable for the cost of the whole of the stay. We also reserve the right to charge any cleaning costs incurred as a result of your smoking to your account.

For the comfort of our smoking guests (who are very welcome!) we provide an outside area with seating and ash trays.

Please note that the use of E-cigarettes on the premises is also prohibited and must be used outside.

### Behaviour

If anyone behaves in such a way as to cause disturbance or discomfort to other guests, such as excessive noise particularly late at night, which we consider to be inappropriate, the offenders will be required to leave without refund.

### Security

In the interests of our guests' security any visitors who are not registered guests are only allowed on the premises with our knowledge and permission. Any guests who contravene this rule will be required to leave.

### Pets

Sorry, we do not accept pets.

### Our Liability

We do not accept any liability for damage to your property or injury to you (or other members of your party) whilst on the premises unless caused by the negligence of us, or our employees.

### Data

Any data collected as a result of your booking will be stored in accordance with the provisions of current Data Protection legislation.

### Law

Any dispute between us will be governed by the non-exclusive law of the English courts.