

## **The Kings Arms Hotel: Accommodation**

### **1. Guaranteed Reservations**

Reservations will be guaranteed on receipt of a credit/debit card number. The Kings Arms Hotel reserves the right to release any reservations that are not guaranteed for general sale.

### **2. Cancellation Policy**

#### **Cancellation of your hotel reservation by you:**

Cancellations must be received by the hotel no later than 4 days 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. 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 Kings Arms 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.

### **3. 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 2.

### **4. Group Reservations**

Confirmation of group reservations (4 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 2 & 3.

### **5. Arrival/Departure**

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

## **6. Pets**

Pets are permitted in the hotel bedrooms by arrangement. Guide dogs for the blind and hearing dogs for the deaf are permitted.

## **7. Electrical Equipment**

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

## **8. 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.

## **9. Prices**

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

## **10. Discounts**

Please note that there are no discounts offered for children occupying their own rooms.

## **11. Parking**

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

## **12. 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.

## **13. 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.

**Disclaimer - All rooms are subject to availability.**

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The Kings Arms Hotel

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