

Terms and Conditions:

**Pricing:**

All prices shown online are per room per night unless otherwise stated. All prices include VAT at 20%. Prices are subject to change without notice however your price is guaranteed once you receive a booking confirmation. Prices do not include any incidental charges.

**Advance Purchase Rates**

Our Advance Purchase rates are available 5 days or more before the date of arrival and are fully prepaid at time of booking. Advance Purchase Rates are non refundable and non transferable. The credit/debit card used to book the Advance Purchase rate must be presented to reception on arrival at the hotel. Should this not be possible a credit card authorization form must be completed prior to arrival. Please note that failure to do so will result in an alternative payment method being required.

**Best Available Rates**

Our Best Flexible Rates are available until the day of arrival. These rates allow you to alter or cancel your booking up until 24 hours prior to your date of arrival without charge. Cancellations made after will incur a one night's room charge.

**Promotional rates**

These rates will require a promotion code and full pre payment is required at time of reservation. Payments are non refundable and non transferable. The credit/debit card used to book these rates must be presented to reception on arrival at the hotel. Should this not be possible a credit card authorization form must be completed prior to arrival. Please note that failure to do so will result in an alternative payment method being required.

**Group Booking**

A booking of nine rooms or more is classified as a group and is subject to our Group Terms & Conditions of business, which differ from our Best Available and Advance Purchase rates. Please contact our Reservations department on 01323 433 904.

**Cancellations and Amendments:**

All cancellations are made in accordance with the cancellation terms of the rate booked as stated above.

Whilst every effort is made to fulfil any particular requests which you may make in relation to your stay with us, please note that these requests do not form part of our contract and we cannot guarantee that we will be able to meet any particular requests.

Non arrivals will incur a one night's room charge. This charge will be taken from the debit/credit card of the registered guest in the room.

**Balance of Monies Outstanding:**

On arrival you will be asked for full pre payment of your accommodation costs should this have not already been paid to the hotel. You will also be asked to produce a valid credit card for the hotel to take pre-authorization of £50 per room for any incidentals. Should you not wish a pre authorization to be completed for incidentals the option to charge to your room account will not be available.

The View Hotel accepts all major credit cards, including MasterCard, Visa and American Express. Alternatively, payment can be made by cheque supported by a current cheque guarantee card. The credit/debit card used to book the Advance Purchase rate must be presented to reception on arrival at the hotel.

**Children's Policy:**Accommodation:

- Accommodation for up to two children aged 16 or under is free when sharing with two adults in a standard guest bedroom; a supplement of £15 applies when only one adult is in the room. Additional children will be charged at £15 per night B&B.
- Upgrade charges apply for larger and premium rooms.
- Additional rooms for children aged 6-16 will benefit from a 50% discount on the Best available rate excluding, sales, promotions and pre-payable rates.
- To accommodate a family in our bedrooms, in some cases a foldaway bed will be used. Should you require a cot, please ask at the time of booking.

Meals

- Breakfast is free for children aged 12 and under.
- Children 12 years and under can choose a free two course meal from the children's menu with a full paying adult who is a registered guest who must order at least one course from the full priced menu. Limit of 2 free children per paying adult.
- Children between 6 and 12 may order from the restaurant menu and benefit from a 50% discount.
- Children over 13 are classed as young adults and pay full rates for meals as taken.
- Family dining times may apply

Non Residents

- Children 12 years and under can choose a free two course meal from the children's menu with a full paying adult who must order at least one course from the full priced menu. Limit of 2 free children per paying adult.
- Children between 6 and 12 may order from the restaurant menu and benefit from a 50% discount.
- Children over 13 are classed as young adults and pay full rates for meals as taken.

**Arrival and Departure:**

Hotel rooms are available from 3pm on the day of arrival. Rooms must be vacated by 10.30 a.m. Monday to Friday and by 12 noon on Saturday and Sundays.

**Car Parking:**

There is street parking available around the hotel which is metered between 8am and 6pm daily. Hotel resident parking permits can be purchased from reception on arrival for £1 per day.

**Pets:**

Pets are not permitted with the exception of Assistance Dogs, which would include dogs for the blind or visually impaired, or dogs for the deaf and hard of hearing.

**Complaints or Comments:**

We take our guest satisfaction very seriously. Any complaint or comment should be made in the first instance to the hotel's duty manager at the time of your stay so that we can attempt to resolve it immediately. Problems which cannot be resolved should then be notified ....

**Loss of or Damage to Guest's Property:**

Under the Hotel Proprietors Act 1956, an hotel proprietor may in certain circumstances be liable to make good any loss of or damage to a guest's property even though it was not due to any fault of the proprietor or staff of the hotel.

This liability however—

- (a) extends only to the property of guests who have engaged sleeping accommodation at the hotel;
- (b) is limited to £50 for any one article and a total of £100 in the case of any one guest, except in the case of property which has been deposited, or offered for deposit, for safe custody;
- (c) does not cover motor-cars or other vehicles of any kind or any property left in them, or horses or other live animals.

This notice does not constitute an admission either that the Act applies to this hotel or that liability thereunder attaches to the proprietor of this hotel in any particular case.

**Smoke free regulations**

The View Hotel operates a smoke free policy in bedrooms and public areas including the balconies. Electronic cigarettes, also known as e-cigarettes, are not permitted to be smoked inside the premises. If evidence of smoking is noted during your stay, we reserve the right to reclaim costs associated with deep cleansing of the room and any business interruption. This charge will be taken from the debit/credit card of the registered guest in the room. Furthermore, if continued disregard for the no smoking legislation is suspected you may be asked to leave the hotel.

There are designated smoking areas available.

**General information**

Although every effort has been made to ensure the accuracy of the information set out on our websites and marketing campaigns, we cannot accept responsibility for any errors or omissions, and reserve the right to vary, amend, supplement or cancel any of the information or offers featured on our websites or email campaigns or otherwise at any time.

All details are correct at time of going to print, however may be subject to change from time to time. The View hotel shall not be responsible for any loss or damage which you may suffer arising out of events beyond its control or the control of its suppliers (including, without limitation, fire, failure of electrical, gas or other power supplies, strikes, industrial action, terrorist activity, technical problems with transport, illness of entertainers and bad weather), nor for any curtailment, cancellation or change to any accommodation, activity or itinerary or any other consequences which arise as a result of such events.