

Booking Terms

For current rates, please contact reservations on 01297 442010 option 1, or visit our website www.hotelalexandra.co.uk/booking

Please Note: Weekend Rate –Half Board basis tariff only & requires a minimum stay of 2 nights / Bank holidays 3 nights. Room rates are quoted at time of booking, we cannot change the rate or terms once the booking has been confirmed. We reserve the right to amend prices, facilities, offers and services. Restrictions may apply.

Additional Occupancy / Children When sharing with two adults:

Children under the age of 3 sleeping in a cot: £7,

9yrs and under on fold away beds £44.

10yrs and over £52.

Changing mats, baby sitters and baby monitors are available on request (monitors in no way allow parents to relinquish responsibility for their children, all parents must remain on hotel property and the hotel cannot be held responsible for any failures of the listening equipment)

Six o'clock Children's Supper is served daily @ £12. Dinner is charged as follows:- 10-14yrs at £30, 15yrs and over at a rate of £35.

Deposits, Reservations and Cancellations

For all bookings a **non-refundable payment** representing one night's stay is required by credit or debit card. Regretfully we must charge the full rate for bookings cancelled or amended within 28 days of your proposed arrival, (this will only be done if we are unable to re-let the room). We strongly urge you to take out appropriate cancellation insurance. All cancellations and/or any changes to your reservation must be confirmed in writing. If your reservation is made within 28 days of your arrival, you will automatically be in the cancellation period. No refunds will be given for failing to take up any component included in the price of your holiday. Your room rate will be confirmed at time of booking and we cannot change the rate or terms once the booking has been confirmed. The hotel will forward written confirmation of your booking by post or e-mail, which you should check and advise us immediately if any details are incorrect. If, due to circumstances beyond our control, we are forced to cancel your stay, we will refund your deposit in full and make every effort to find alternative accommodation for you however, we cannot be held responsible for any costs incurred by you as a result. Discounted rates and special offers are subject to availability. Occasionally it may be necessary to amend prices, facilities or services.

Dining: We have two dining rooms - the Alexandra Restaurant and the Conservatory Restaurant.

Food and Drink

Only food and drink purchased from the hotel may be consumed on the premises (this excludes baby food).

Arrival & Departure

Guests may arrive at any time but rooms are made available from 2pm. On departure we request that rooms are vacated by 11am but you are welcome to use the hotel facilities for the rest of the day. To allow room for the cars of those checking in, we do ask that cars are moved from the hotel car park on check out at 11am, reception are happy to advise on local parking facilities.

Parking

Free parking, although limited is available. We are able to cater for all our guests with the use of double-parking, we do therefore require car keys are left at reception in case we need to move your car. All cars are parked at owner's risk. To allow room for the cars of those checking in, we do ask that cars are moved from the hotel car park on check out at 11am.

Events

On occasion weddings and other events are held at the hotel. From time to time, this may result in some public areas becoming temporarily unavailable. Wherever possible we shall endeavor to provide alternative facilities, however, we cannot offer refunds for any facilities or services that are temporarily withdrawn.

Improvements and Maintenance

From time to time improvements and essential maintenance may be necessary during your visit however, we shall endeavor to keep any noise to a minimum.

Method of Payment

We accept cash and Visa and MasterCard credit/debit cards.

Damage

Any damage caused by an individual will be charged in full. We reserve the right to debit the card given to guarantee the booking, this may also include loss of revenue due to the closure of a room following damage caused.

Smoking

The whole hotel is non-smoking. All rooms are equipped with smoke detectors. Should smoking be evident in a room we reserve the right to add an additional 'deep clean' charge of £85. Where the room is unsuitable to be re-let to the following guest, we reserve the right to charge for any losses incurred.