

## **Terms and Conditions**

### **Rooms**

#### **All rooms in The Mariner Hotel are Non-Smoking**

In accordance with the law Individuals who choose to smoke on a non-smoking premises will face a fixed penalty notice of up to £50, in addition to this the hotel will charge you a full nights stay in order to deep clean the room.

#### **Family Rooms**

Some of the rooms in The Mariner Hotel can be modified to fit families. If one is required please get in contact with reservations to arrange it.

#### **Children**

Highchairs and cots are available, subject to availability. Children under the age of 18 must be accompanied by an adult.

#### **Pets**

Unfortunately at present we have no 'pet' friendly rooms available. Guide Dogs, of course, are always welcome.

#### **Prices**

Prices stated are per room, unless stated otherwise. All rooms are subject to availability. The standard rates include a breakfast of your choice from the provided menu.

### **Payment and Privacy**

#### **Payment**

Upon booking you will be asked to provide a credit card to guarantee the booking. We do not take pre-payment or deposits on rooms, but we can organise for the card provided to be charged on departure.

#### **Cards Accepted**

We accept the following methods of payment: Credit Cards: American Express, MasterCard, Diners, Visa Debit Cards: Visa, Visa/Maestro and Visa / Electron.

The Guest must pay all outstanding charges on departure from the Hotel.

## **Privacy**

The credit card information is stored securely on our Secure Trading service, PCI Compliant. Card information given over email/fax will be 'blacked-out' or deleted to prevent any possible security breach.

We will never sell/give out any personal information to third parties which have been provided for booking purposes.

## **Bookings**

### **Arrival/Departure**

Check-in is from 13.00. If any earlier time is required, please contact reservations to see if it can be arranged.

Guests are requested to vacate rooms by 11:00. If a later check out is required please contact reservations to see if it can be arranged.

Late arrival notification is preferred but not required.

### **Cancellation Policy**

We operate a 24 hour cancellation policy, so 13:00 the day before arrival. Should the need arise please cancel directly with the hotel on 01224588901. You will then be issued with a cancellation confirmation that you can quote in any future dealing related to your booking. If a room is not cancelled as stated above it will result in a charge equivalent to your first nights stay (this also applies to rooms within group bookings).

### **Change of Booking Details**

If any reservations need to be amended please contact the hotel directly to make sure changes are dealt with correctly, and to avoid confusion. If changes are made to dates or rooms they will be subject to availability.

### **Insurance**

You are recommended to have insurance to cover cancellation, curtailment or loss of baggage, personal effects and money.