

GENERAL TERMS AND CONDITIONS FOR HOTEL ACCOMMODATION AND HOLDING EVENTS

BY PLACING A BOOKING WITH US YOU ARE AUTHORISED TO DO SO ON BEHALF OF ALL PERSONS NAMED IN THE BOOKING AND YOU ARE ACKNOWLEDGING THAT ALL MEMBERS OF YOUR PARTY AGREE TO THE FOLLOWING TERMS AND CONDITIONS AS SET-OUT

Terms of Booking & Booking Deposit

When your booking has been made a confirmation will be sent to you by email using the email address that you have supplied. Booking confirmations are subject to the availability of accommodation at the hotel and valid card payment details.

PLEASE NOTE AVAILABILITY IS CORRECT AT THE TIME OF CORRESPONDENCE/ENQUIRY AND CAN BE SUBJECT TO CHANGE.

To place a booking with us the lead guest must be at least 16 years of age. The maximum number of staying guests per room is illustrated in the room occupancy details on the website or online travel agency. Where the person making the booking is different to the lead guest taking up the occupation, the person making the booking may be held responsible for cancellation, non-arrival and damages as set-out within. Only the lead guest and the named booking party are allowed to use the property and its facilities, any third party visitors are only allowed access at our express permission.

ALL GUESTS AGREE TO RESPECT THE PRIVACY AND PEACE OF ALL OTHER STAYING GUESTS, NEIGHBOURS AND THE OWNERS AT ALL TIMES. WE RESERVE THE RIGHT TO CANCEL A BOOKING WITH IMMEDIATE EFFECT IF GUESTS ARE NOT HONOURING THIS AGREEMENT OR CAUSING A DISTURBANCE / NUISANCE TO OTHER GUESTS, NEIGHBOURS.

Check-in & Check-out

Guests may check-in at any time from 3:00 p.m. on the scheduled day of arrival

Check-out Time

On the day of departure we kindly ask all guests to vacate their rooms by 11:00 a.m.

LATE CHECK-OUT AFTER THIS TIME CAN BE REQUESTED SUBJECT TO AVAILABILITY AND WILL BE CHARGED AT AN HOURLY RATE AT THE DISCRETION OF THE HOTEL.

Cancellation, Returned Deposit & Non-Arrival, refund Conditions

Certain bookings may be subject to 30% deposit will be applied to the card provided at the time of booking. Any balance remaining is to be paid in full upon arrival. In some instances, a non-refundable deposit or full payment may be required at the time of booking. If this is the case you will be advised during the booking process

In order to avoid cancellation and/or non-arrival charges, guests should observe Riviera Hotel cancellation policy.

Riviera Chalet-Hotel request up to 24 hour notice prior to 1:00 p.m. on day of arrival, with the exception of some offers and packages and where otherwise stated. Failure to cancel in advance will result in the 100% of the booking being charged to your credit or debit card.

Please check at the time of booking if you are unsure of any of our cancellation procedures. Request that any cancellations, modifications or amendments are to be put in writing prior to your arrival by e-mail; reception@rivieraweymouth.co.uk

WE CAN NOT PROCEED WITH REFUND REQUESTS AFTER USING OUR SERVICES (ROOM, BREAKFAST, AMENITIES AND FACILITIES). ANY REQUEST FOR REFUND MUST BE MADE BEFORE USING THE ROOM.

If at any time we need to make changes that will significantly affect your stay or we need to cancel your stay, we will tell you as soon as possible, offering a suitable alternative or a refund. This does not apply to minor changes or events during your stay, resulting from unusual or unforeseeable circumstances beyond our control.

We cannot be held responsible for cancelling your booking as a result of your failure to comply with any requirement of our booking Terms & Conditions, and we cannot be held liable for any expenses, costs or losses incurred by you as a result of any change or cancellation.

All published rates include VAT or local service charges at the current rate. Non-refundable reservations will be charged in full any time after booking. Please note third party terms and conditions may vary. If the card details supplied are inaccurate or incomplete the hotel reserves the right to cancel the booking

Damages & Lost Property

We reserve the right to charge the lead guest for any damages caused through the course of a booking by any member of the booking party. This includes breakages, spillages, stains, damage to furniture or fixtures and fittings. Any accidental damages should be reported as soon as possible in order to minimise damage and associated costs. Lost keys / fobs / access cards will incur a replacement charge per key / fob / card lost.

Any lost property, if discovered and found, left behind by guests during a stay will be held for a period of 1 month. While we will make our best efforts to reunite lost property with their owners we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belonging before checking-out. We may offer to post lost items via recorded delivery at the cost of the property owner, otherwise collection can be arranged.

Smoking

Smoking of any tobacco products including, but not limited to cigarettes, pipes, cigars, snuff or chewing tobacco, is only allowed in designated areas as sign posted throughout the accommodation and is in accordance with the Health Act 2006.

Pets & Service Dogs

We do not accept pets throughout the accommodation, except for service dogs.

Parking

Where on-site parking is provided guests accept that they park their vehicles at their own risk.