

ROYAL HOTEL

Bedroom Booking & Cancellation Policy

1. Making a Reservation

All bedroom bookings are subject to availability. A booking is confirmed once it has been accepted by the Royal Hotel and a booking confirmation has been issued.

Guests are responsible for providing accurate information when making a booking, including their name, contact details, dates of stay and the number of guests occupying the room.

Guests should check their booking confirmation carefully and notify the Royal Hotel as soon as possible if any information is incorrect.

Bookings made through an authorised third-party booking agent or authorised online travel website will also be subject to the applicable terms and conditions of that booking provider.

The person making the booking must be at least 18 years of age and is responsible for the booking and for ensuring that all members of their party comply with the hotel's terms and policies.

2. Card Details, Payment & Guaranteeing Your Reservation

Valid credit or debit card details are required to secure all bedroom bookings at the Royal Hotel, including bookings made by telephone.

For bookings made on an Advance Purchase Rate or Best Available Rate, payment is taken at the time of booking. These rates are neither refundable nor transferable.

By making a booking on an Advance Purchase Rate or Best Available Rate, the guest agrees to the applicable room charge being taken from the credit or debit card provided at the time of booking.

A booking will not be considered confirmed until the required card details have been provided, any payment due at the time of booking has been successfully processed, and the booking has been accepted by the Royal Hotel.

If a payment is declined or cannot be processed, the hotel may contact the guest to request alternative payment details. The booking will not be guaranteed until the required payment has been successfully received.

The cardholder is responsible for ensuring that the card details provided are accurate and that they are authorised to use the card for the booking.

3. Room Rates

The room rate payable will be the rate confirmed at the time the booking is made and shown on the guest's booking confirmation.

Room rates may vary depending on the date of stay, room type, availability, length of stay and the rate or offer selected.

Standard Bed & Breakfast Rate

This is a flexible rate. No payment for the accommodation is taken at the time of booking, although valid credit or debit card details are required to secure and guarantee the reservation.

Payment for the stay is due on arrival at the hotel.

A Standard Bed & Breakfast Rate booking may be cancelled without charge provided that the cancellation is received by the Royal Hotel no later than 12 noon on the day before the scheduled date of arrival.

If the booking is cancelled after this deadline, or the guest fails to cancel the booking and does not arrive, the cancellation provisions in Section 4 will apply.

Best Available Rate

Payment is taken at the time of booking. Once the booking has been confirmed and payment has been taken, the booking is neither refundable nor transferable.

Advance Purchase Rate

This is a discounted rate available subject to the conditions specified at the time of booking. Payment is taken in full at the time of booking. Once the booking has been confirmed and payment has been taken, the booking is neither refundable nor transferable.

Any promotional, package or special rate may be subject to additional or different conditions. Where different conditions apply, these will be stated at the time of booking and/or on the booking confirmation.

Rates quoted by the Royal Hotel apply only to the booking for which they are offered. A rate quoted or available on one date does not guarantee that the same rate will be available for another date or subsequent booking.

Bookings made through an authorised third-party booking agent or authorised online travel website may be subject to different rates, payment terms and booking conditions. Guests should refer to the terms provided by the authorised third-party provider at the time of booking.

4. Cancellation by the Guest

Guests wishing to cancel a bedroom booking should notify the Royal Hotel as soon as possible.

Standard Bed & Breakfast Rate

A Standard Bed & Breakfast Rate booking may be cancelled without charge provided that the Royal Hotel receives the cancellation no later than 12 noon on the day before the scheduled date of arrival.

If a Standard Bed & Breakfast Rate booking is cancelled after 12 noon on the day before arrival, a cancellation charge equal to the first night's accommodation will apply.

If the guest fails to cancel the booking and does not arrive, the booking will be treated as a no-show and a cancellation charge equal to the first night's accommodation will apply.

Best Available Rate, Advance Purchase Rate and Other Non-Refundable/Non-Transferable Rates

These bookings are neither refundable nor transferable.

If a guest cancels such a booking, does not arrive, or is otherwise unable to use the accommodation booked, no refund will be provided, subject always to the guest's statutory rights.

How to Cancel

For bookings made directly with the Royal Hotel, guests wishing to cancel their booking must notify the hotel by email. The cancellation will be effective from the date and time the cancellation email is received by the Royal Hotel.

Guests should include their name, booking reference and scheduled arrival date in the cancellation email to enable the hotel to identify and process the correct booking and avoid uncertainty.

Bookings made through an authorised third-party booking agent or authorised online travel website should be cancelled through the provider through which the booking was originally made, where required by that provider's terms.

Guests should retain their cancellation email and any cancellation confirmation received from the Royal Hotel.

5. Amending or Transferring a Booking

Standard Bed & Breakfast Rate

Guests may request changes to their reservation, including moving their booking to another date, provided that the request is received by the Royal Hotel no later than 12 noon on the day before the original scheduled date of arrival.

All changes are subject to room availability.

The Royal Hotel does not make an amendment charge for changes made within this period. However, room rates vary according to date and availability.

If the rate applicable to the new date is higher, the guest will be required to pay the higher rate. If the applicable rate is lower, the guest will pay the lower rate.

Payment for the amended Standard Bed & Breakfast booking will be taken on arrival.

Requests received after 12 noon on the day before the original scheduled arrival date will be dealt with in accordance with Section 4.

Best Available Rate, Advance Purchase Rate and Other Non-Refundable/Non-Transferable Rates

Best Available Rate and Advance Purchase Rate bookings, together with any other rate or special offer stated at the time of booking to be neither refundable nor transferable, cannot be moved to another date, transferred to another booking or transferred to another person.

Any exception permitted by the Royal Hotel will be entirely at the hotel's discretion and does not establish a right to an amendment, refund or transfer on that or any future booking.

Authorised Third-Party Bookings

Requests to amend a booking made through an authorised third-party booking agent or authorised online travel website should be made through the original provider where required by that provider's terms.

6. Early Departure & Shortening Your Stay

Best Available Rate, Advance Purchase Rate and Other Non-Refundable/Non-Transferable Rates

These bookings cannot be shortened once booked.

If a guest chooses to depart before the scheduled departure date, no refund or credit will be given for unused nights, and the full amount originally booked remains payable.

Unused nights or their monetary value cannot be transferred to another date, booking, guest or future stay.

Standard Bed & Breakfast Rate

If a guest staying on a Standard Bed & Breakfast Rate chooses to shorten their stay and depart before their originally scheduled departure date, an early departure charge equal to one night's Standard Bed & Breakfast accommodation will apply.

The guest will not be charged for subsequent unused nights remaining on the original booking.

7. Arrival & Check-In

The Royal Hotel's normal check-in time is from 3:00 pm until 11:00 pm on the scheduled date of arrival.

Early Check-In

Guests wishing to check in before 3:00 pm may request an early check-in. Early check-in is subject to availability and cannot be guaranteed.

Where agreed by the Royal Hotel, an early check-in fee of £10 is payable.

Late Arrivals

Guests expecting to arrive after 11:00 pm must contact the Royal Hotel in advance to discuss their arrival arrangements.

Late check-in after 11:00 pm is subject to prior arrangement and cannot be assumed to be available unless confirmed by the hotel.

Failure to arrive or contact the hotel may result in the booking being treated as a no-show in accordance with Section 4.

Age & Identification

The person responsible for the booking must be at least 18 years of age.

The Royal Hotel reserves the right to request appropriate photographic identification at check-in where reasonably required.

Payment

Payment for Standard Bed & Breakfast accommodation is taken on arrival. Prepaid rates will already have been paid in accordance with their booking conditions.

Room Account Facilities & £50 Deposit

Guests who wish to open room account facilities, allowing additional purchases and extras to be charged to their bedroom account, are required to pay a £50 deposit by credit or debit card.

The deposit is separate from accommodation payment.

At the end of the stay, room account charges will be calculated and any remaining balance of the £50 deposit will be refunded to the card used to pay the deposit.

If charges exceed £50, the guest must pay the outstanding balance.

Guests who do not require room account facilities are not required to pay this deposit and should pay for additional purchases and services as they are incurred.

The time taken for a processed refund to appear in the guest's account may depend upon their bank or card issuer.

Room Occupancy & Additional Guests

Guests must accurately state the number of people occupying the bedroom.

Any additional guest not included on the original reservation will be subject to an additional charge at the applicable rate and must be registered with the hotel.

Additional guests are subject to the maximum permitted occupancy of the bedroom. The Royal Hotel may refuse additional occupants where the room is unsuitable or its permitted occupancy would be exceeded.

8. Check-Out & Late Check-Out

Guests are required to check out of their bedroom by 11:00 am on the scheduled date of departure.

A late check-out until 12 noon may be requested and, where agreed by the Royal Hotel, will be provided without additional charge.

Late check-out is subject to availability and should be agreed with the hotel.

Where a guest occupies or retains their bedroom after 12 noon, an additional night's accommodation charge will apply.

9. Room Use, Damage, Cleaning, Smoking & Vaping

Guests are expected to take reasonable care of their bedroom, its contents and all hotel property.

The Royal Hotel reserves the right to charge the guest for damage caused to hotel property by the guest or members of their party and for exceptional cleaning required beyond normal use.

Reasonable charges arising from damage or exceptional cleaning may be charged to the credit or debit card used for the booking or otherwise become payable by the guest.

Smoking and vaping are not permitted in any hotel bedroom or internal public area of the Royal Hotel.

Guests wishing to smoke or vape must use the hotel's designated outdoor areas.

A breach of this policy may result in a reasonable charge for cleaning, deodorising, repair or other costs actually incurred by the Royal Hotel as a result of the breach.

10. Lost Property

Property left at the Royal Hotel will normally be retained for 90 days, where reasonably practical.

Perishable, hazardous, unhygienic or otherwise unsuitable items may be disposed of sooner.

Guests wishing to have lost property returned are responsible for any reasonable postage, packaging or delivery costs.

The Royal Hotel will take reasonable care of property that comes into its possession but cannot guarantee the recovery or safe return of items left behind.

Any liability of the Royal Hotel for lost or damaged property remains subject to applicable law.

11. Guest Belongings & Hotel Liability

Guests are encouraged to take reasonable care of their personal belongings during their stay and to make appropriate use of the in-room safe where suitable.

Bedroom safes are provided for guests' convenience. The use of an in-room safe does not of itself mean that the contents have been formally deposited with or taken into the custody of the Royal Hotel.

The Royal Hotel's liability for loss of or damage to property brought to the hotel will be determined in accordance with the Hotel Proprietors Act 1956 and any other applicable law.

Where the statutory limits and protections under the Hotel Proprietors Act 1956 apply, they apply only in the circumstances provided for by that Act. The statutory notice prescribed by the Act is displayed at or near the hotel's reception area.

Nothing in this policy is intended to exclude, restrict or limit any liability of the Royal Hotel where such liability cannot lawfully be excluded or limited.

12. Guest Conduct & Behaviour

Guests and members of their party must behave in a reasonable and responsible manner and show consideration towards other guests, visitors, staff and hotel property.

Abusive, threatening, intimidating, excessively noisy or seriously disruptive behaviour will not be tolerated.

Guests must not engage in illegal activity on hotel premises or behave in a manner likely to endanger, seriously disturb or cause distress to other guests, visitors or staff.

Where conduct is sufficiently serious, the Royal Hotel reserves the right to terminate the guest's stay and require the guest and/or members of their party to leave the premises immediately.

Where a stay is properly terminated because of serious misconduct or breach of these terms, no refund will be provided for accommodation lost as a consequence, subject to applicable law.

Guests remain responsible for any properly recoverable loss or damage caused by themselves or members of their party.

13. Complaints During Your Stay

If a guest is dissatisfied with any aspect of their accommodation or stay, they should bring the matter to the attention of reception or the manager on duty as soon as reasonably possible.

This gives the Royal Hotel an opportunity to investigate the matter and, where appropriate, take reasonable steps to resolve it during the guest's stay.

If a guest does not bring a problem to the hotel's attention during their stay, despite having a reasonable opportunity to do so, the hotel's ability to subsequently investigate, verify or remedy the matter may be affected.

Nothing in this section affects a guest's statutory rights.

14. Accessibility

The Royal Hotel has step-free access to its ground-floor public areas and provides an accessible toilet.

The hotel has one accessible bedroom on the ground floor. This bedroom must be booked in advance, is subject to availability and should be specifically confirmed by the hotel as part of the reservation.

Other bedrooms are situated on the first and second floors and are accessed by stairs.

There is no passenger lift to the first or second-floor bedrooms.

Guests with accessibility requirements are encouraged to contact the Royal Hotel before making or confirming their booking to discuss their individual requirements and the facilities available.

The Royal Hotel will make reasonable adjustments where required by applicable law.

15. Privacy & Personal Information

The Royal Hotel collects and uses personal information where reasonably necessary to manage reservations, provide accommodation and related services, process payments, communicate with guests, maintain appropriate business records and comply with legal obligations.

Personal information will be handled in accordance with applicable UK data protection legislation and the hotel's applicable privacy and data protection policies.

Statutory Rights

Nothing contained in this Bedroom Booking & Cancellation Policy is intended to exclude, restrict or affect any rights or remedies available to guests under applicable UK law.