

Terms & Conditions

Deposits and Payment

On receipt of your booking form you must pay a deposit of £30.00 for each person within your party by cheque (cleared funds) to secure your booking. Your booking form and payment creates the contract between us. **Should one or more of your party cancel or fail to turn up, part or all of your group deposits will be held to cover any losses incurred.** Deposits are only returned when full group payments for bookings have been received.

The original deposit is held as a security bond during your stay. All your deposits will be returned by a single cheque for the total amount received on the original booking, provided all members of your party have arrived and full payments have been received. The cheque will be returned to the party leader on your departure subject to a room and property inspection. The full fees for your stay are requested on arrival in **cash**.

All prices quoted to you are based on maximum capacity, so should one or more of your group decide to drop out, the room rates will still have to be covered.

Once you have made your booking and paid a deposit, or full payment if booking within two weeks of arrival, the price of your stay will not be amended under any circumstances.

Changing or cancelling your booking

If you decide to cancel all or part of your booking, the person who made the booking must write to us at least one month prior to arrival.

If some or all of your party cancel their holiday room rates will still have to be covered. (All prices quoted to you are based on maximum capacity).

These charges are based on the cost of cancelling your holiday and the losses we may suffer if we cannot re-book the accommodation. These charges are also payable if we cancel your holiday due to the breach of contract by you.

Behaviour and Responsibility

You must be responsible for the behaviour of yourself and your party. We can refuse to accept you as a customer or refuse to continue dealing with you by terminating your holiday arrangements if:

- You are found smoking on the premises.
- Your behaviour is or is likely to be disruptive, dangerous or upsetting to others.
- You are found entering or exiting the building via windows.
- You have caused or are likely to cause damage to the property.
- We will not pay any refund or costs incurred by you if you have to terminate your holiday due to your unacceptable behaviour. We will then have no further responsibility for you and your booking will be treated as a cancellation.
- You must notify us if you have a further person added to your party at any time during your stay and settle the balance at the full nightly rate.
- Failure to declare guests has implications on fire safety regulations and puts you in breach of your booking contract. In such circumstances, we reserve the right to terminate your stay.
- Noise **must** be kept to a minimum at all times when entering or exiting the building.
- Please note: All guests must be respectful to neighbours at all times as any complaints will be taken seriously.

Checking In and Out

You may check in to your room after 3.00 pm on the day of arrival. You are asked to vacate your room by no later than 10.00 am on day of departure. Please allow time on your travel arrangements for checking out and room inspection.

Please note: All bookings are bed only accommodation. Although we will try our best to keep party bookings together, people will be allocated upon arrival.

Liability

Please note, we cannot accept any liability for any damage, loss or theft of personal possessions.

We do not except liability for anyone staying under the age of 18. All guests under the age of 18 must have written parental consent.

Complaints Procedure

If you have a problem or complaint about your accommodation, we would ask that you notify us as soon as possible. We will always do our best to sort out any complaints you may have and we will take all complaints seriously.

We hope you enjoy your stay with Palace and we look forward to seeing you.