

Croydon Hall Terms & Conditions of Business for Bed and Breakfast Guests

Room Requirements

We have a number of different room types - twins, singles, doubles, and family rooms, with and without en-suite facilities. On occasions we may not be able to offer the type of room you would like. However as soon as a suitable room becomes available we will inform you. Different rates apply to different room types.

Room Rates

Contact reception for current room rates. All bed and breakfast room rates include VAT and breakfast. All rates require advance payment for a minimum of one night. Any discounted rates require full payment in advance for the period covered by the agreed discount.

Payment

Full payment for rooms is always in advance or on arrival. This means that an early departure is never delayed by having to check out other than to return your room keys and to pay for any additional services. Cash and most major credit cards are accepted. Cheques with a valid cheque guarantee card are accepted up to the value on the card. Companies can pay with company cheques by prior arrangement. Returned cheques will be re-presented and any additional bank charges will be added to the invoice. VAT invoices will be issued for all transactions. Where accounts are paid by the guest's company or employer they become due on the date of the first day of the stay. Accounts that remain unpaid for more than 7 days from when they became due will incur a surcharge of 10% per week. At any time after that date we reserve our right to engage a debt collection agency for any unpaid account, the full cost of which will be charged to the debtor. The company may also inform credit checking agencies.

Reservations

Private guest telephone reservations may be accepted and are valid up to 18:00 hours on the day of the booking. Guest credit card details are taken but cards are not charged until the guest arrives or if a cancellation charge or 'no show' charge is due. Guests should reconfirm reservations by telephone or email if they are expecting to arrive later than 20:00 hours. Payment must be made on arrival. Company bookings must be accompanied by an official company order on company stationery stating the names of the guests and the duration of the reservation. Reservations always require a cash deposit or credit card details in advance of arrival.

Non-availability

We would only cancel your booking if your accommodation was unavailable for reasons beyond our control. We would attempt to offer alternative accommodation; however if this was not possible or unacceptable we would refund all monies paid by you. Our liability would not extend beyond this refund.

Arrival & Departure

Rooms are normally available from 14:00 hours on the arrival date and we ask that you vacate your room by 10:00 hours on your day of departure. Please inform our duty manager if you are likely to arrive later than 20:00. Our reception is open only from 09:00 to 20:00 hours. We have a statutory obligation to record registration details for every guest and you will be asked to complete a registration form when you arrive. The details from these forms will not be made available to any third party unless required by law.

Animals

We regret that, with the exception of assistance dogs, no pets are allowed in Croydon Hall.

Smoking

There is absolutely no smoking in the premises. Smoking may take place in the specific area provided in the grounds. All guests are asked to dispose of any smoking waste in a safe and tidy manner in the receptacles provided there.

Cancellations

We reserve the right to charge for one night's accommodation in all reserved rooms in the event of a guest or company cancelling less than 48 hours before the date of the reservation.

Damage & Loss

The company will require payment for shortages in room equipment or furnishings or for any damage to Croydon Hall property caused by guests -- reasonable wear and tear excluded. Lost keys or unreturned keys are charged at £35.00 plus VAT per set. This charge will be debited from your credit card if keys are not returned within 7 days of your departure.

Liability

We do not accept any liability for any damage, loss or injury to any guest or to any vehicles or possessions, unless proven to be caused by a negligent act by our employees or contractors whilst acting in the course of employment.

Parking

Parking is available for overnight guests' cars and vans. Parking spaces are on a 'first come' basis and we cannot guarantee there will always be parking spaces available. Overnight parking is for resident guests only. The company will not accept any responsibility for vehicles or their contents left in the car park. All vehicles using the car park must be taxed, insured and road worthy.

Children

Children under 14 years must be accompanied by an adult at all times anywhere on the premises. Children over 14 years must be closely supervised by a responsible adult at all times. Any person under 16 years must not use the swimming pool or spa facilities without a responsible adult present at all times.

Lost & Found

A handling charge may be made for forwarding personal possessions left on the premises.

Internet Access & Wifi

The company cannot & will not accept any responsibility for any viruses or other malicious programs that might affect your equipment while accessing the internet through the wireless network. This is a free unprotected network for guests only. We advise you to protect your equipment with the usual anti-virus and fire wall software available from any good computer shop or online. Access to the network with your own equipment is always at your own risk, and we advise parents to carefully supervise internet access for children. Remember, downloading certain information from certain websites can be illegal. By accessing the internet via the Croydon Hall wireless network you confirm that you are acting legally and that you will not attempt to access any illegal sites or attempt any illegal activity via the wireless network.

Appendix

Credit Card Impressions

Due to increased security issues it is now company policy to request all guests for an imprint of their credit card when checking in, even if you are not intending to pay by card. Our staff will request your card to be passed through our point of sale credit card machine. This is now a standard requirement in most hotels and is for your own protection as well as for ours. We need to know that all our guests are legitimate card holders and we are required to verify their identity. This is the simplest way to do this. We are sure you will prefer to know that all other people in our building are bona-fide guests with a certain level of confirmed identity already checked. For your

convenience it is company policy that all room payments must be made in advance or on arrival when checking in. We will not debit your card for accommodation fees unless you request a card transaction. However we will debit your card if:

- you do not return your keys
- there are Croydon Hall items missing from your room
- there is any damage caused by you or your group or family

We will give you the opportunity to pay by whatever method you prefer (assuming we are able to contact you). If no payment is made within 24 hours your card will be debited. Should our keys be returned to us within 7 days we will credit the lost keys charge back to your card. Please be assured that we are required by the credit card companies to protect the information gathered from credit cards and we make every effort to do this to the standards they require.