

## **Terms & Conditions**

We reserve the right to amend these terms and conditions at any time and should check them each time you make a reservation. Should there be a change, the term and conditions applying to your reservation will be those in place on the date you make your reservation.

### **Accommodation Terms & Conditions**

You will be contracting with Hotel Rembrandt Ltd trading as Best Western Hotel Rembrandt, 12-18 Dorchester Road, Weymouth, Dorset, DT4 7JU. Our contract incorporates this booking form and the terms and conditions on this page, our current website and all written communication between us. You and each member of your party must comply with all the terms of our contract and you should comply with all the rules applying to and notices displayed within the Hotel Rembrandt premises and grounds therein.

### **Your accommodation**

The accommodation you book may only be used by those named whilst booking. Your accommodation is normally only available after 2.00pm, but may be delayed by us where necessary. PLEASE NOTE: During school and bank holidays check-in may far exceed 2pm. We require you to vacate your room by 11.00am on the day of your departure to minimise delaying proceeding guests.

### **Payment**

All Payments not taken in advance are to be paid on arrival. All other charges incurred during your stay are to be settled prior to your departure.

### **Payment via an Online Travel Agent**

If the payment has been taken from an online travel agent (Booking.com/Expedia/Hotels.com), a pre-authorising on a credit/debit will need to be processed of £25.00 per person per night upto the max of £300.00 in order to make charges to your room. If you wish to opt out, you can pay as you go and will not be able to charge any extras to your room account.

### **Special Requests**

A special request (e.g. for a ground floor or dietary preferences), should be stated in writing prior to arrival. Best Western Hotel Rembrandt will in turn confirm your request in writing. Please have a copy of our written confirmation of your special requests to hand on check-in. Requests should not be taken as guaranteed unless we specifically confirm so in writing.

### **Important advice for guests with a disability**

Please let us know prior to your scheduled arrival date whether any member of your party is elderly and may need assistance, ill or suffering from any disability or incapacity. Although we do have a selection of disabled access rooms, many of our upper rooms are only accessible via a staircase.

### **Amending your booking**

You will receive confirmation in writing of any amendments you may have made. Amendments cannot be guaranteed until you are in possession of written confirmation, which clearly indicates any changes from the original booking. Rate variation may apply. Written confirmation from us must be presented at Check In.

### **Advance Purchase & Special Offers Bookings**

These bookings are at a reduced rate and are pre payable. All monies paid at the time of booking are non refundable. (Our normal cancellation policy does not apply to these bookings).

### **Flexible Rate Bookings**

These bookings are payable on arrival. Your cancellation policy for this rate is 24 hours prior to the day of arrival by 4.00pm.

### **Cancellation by you**

Cancellations are to be placed in writing to us either by letter, email or fax. Advance Purchase, Special Offer, Christmas and New Year Packages can be cancelled but are non refundable. We have three different cancellation policies. Please refer to your confirmation letter as to which cancellation policy you have on your booking.

### **Cancellation by us**

We reserve the right to cancel your booking. If due to events beyond our control we are no longer able to provide the accommodation you have booked, we will return any monies paid. Unless you have confirmed and guaranteed late arrival (which we will confirm to you in writing), if you fail to arrive by 12AM on your scheduled arrival date, your booking will be cancelled. Bookings not guaranteed by either a credit/debit card (or Fax for corporate accounts) will be released at 4PM one day prior to your scheduled arrival date.

### **Payments**

We accept the following payments – Visa Credit & Debit, MasterCard Credit & Debit, Switch/Maestro, and American Express. We accept Cheque payments with the minimum of 14 days prior to the arrival date. We also accept cash payments. If you wish to pay with cash on arrival, you must provide a form of identity at check-in from which a copy will be taken. This form of identify must include a name, address and/or signature which correspond to that supplied on the registration card.

Accepted documents are:

- Driving licence
- ID card
- Valid passport

If you have any further queries please contact the hotel directly.

### **Children**

Children/persons under 18 are not permitted to stay unless they have a parent or guardian also staying at Best Western Hotel Rembrandt.

### **Check In**

Check in time starts at 2pm, should you arrive earlier than 2pm, the team will be happy to hold onto your luggage at your discretion so you can happily get on with your day. If you have requested an early check in, we will try our utmost to fulfil this request, however it is not guaranteed.

### **Check Out**

The check out time is by 11am, if you wish to vacate at a later time than 11am on your departure date, a late checkout can be arranged at an addition charge as per below: Subject to availability Late Check Out - £10.00 per hour up to 1pm, after this time you will be charged the full day rate. Please note that Best Western Hotel Rembrandt reserves the right to remove belongings from rooms after check-out time. Any items left in rooms or in the premises may be treated as unattended baggage and maybe disposed of.

### **Website Accuracy**

All information, pictures and descriptions have been compiled with the utmost care. However, you should bear in mind that we are continually changing and improving facilities and we will endeavour to inform you prior to arrival if there have been any significant changes to the hotel that could affect your stay.

**If you have a complaint** If you have a complaint, please contact the Duty Manager. If you remain dissatisfied please put your complaint in writing addressed to the General Manager. Complaints must be received no more than 28 days after the date of your departure. Complaints, which are not notified to us within this time, cannot be accepted. Your statutory rights are not affected.

### **Food & beverage**

We offer room only, bed & breakfast and dinner bed & breakfast packages. The last meal included in the price of your stay is breakfast on the morning of your departure. We are unable to change or upgrade your meal package once you have checked-in. Breakfast, Lunch and Dinner may still be taken as desired and will be charged at the rate published in the relevant facility. Please let us know before your arrival if you have any special dietary requirements; we cannot guarantee that all individual requirements can be met. Only alcoholic and soft drinks purchased on the premises may be consumed on the premises.

### **Smoking includes all Electronic Cigarettes.**

Smoking is strictly forbidden in all bedrooms and in all internal areas in accordance with the Health Act 2006. Designated and sheltered smoking areas are located near the rear garden and at the front of the Hotel. The fire alarm is sensitive to both tobacco smoke and vape from electronic cigarettes. Penalty for activating the fire alarm is £75.00. Penalty for smoking or allowing others to smoke in guest's bedrooms is £150.00. Custom will be refused for non compliance with the Hotel's smoking policy.

### **Availability and use of facilities**

We will do our best to ensure that all facilities listed at the Best Western Hotel Rembrandt will be available during your stay. However, we cannot guarantee that they will be available as, for example, maintenance and other work necessary from time to time.

### **Personal property**

Please refer to the Hotel Proprietors Act of 1956. Please note our parking areas are not supervised and you may only park your vehicle in a designated zone, we have a limited number of parking spaces and cannot guarantee availability. Vehicles improperly parked may be liable to be removed with the cost of recovery the responsibility of the owner.

### **Pets**

No animals are permitted on the Hotel premises, with the exception of assistance dogs.

### **Damage to our property**

You will be required to pay for any damage caused by you to any accommodation, articles or facilities provided to you during your stay. We reserve the right to recover all costs incurred by us should we have to make payment to or compensation to our other guests as a result of the actions or omissions of you or any member of your party.

### **Mini Bar/Fridge – SUPERIOR ROOM ONLY**

If you require this Mini Bar fridge to be stocked with a variety of alcoholic or non-alcoholic products, please contact Room Service or Reception. Items requested will be charged and delivered to your room. **Please note that there will be no refund for items not consumed. Food Disclaimer** Mini Bars are not designed to store food items. If the Mini Bar is used to store personal food items, the hotel cannot be held responsible for any consequences from the consumption of food stored.

### **Leisure Club & Spa**

The swimming pool, Sauna, Spa Bath, Steam Room and Gym are complimentary to hotel residents. The Sun Bed and Spa Neo incur an additional cost. However if any of the facilities are temporary out of order, no refund will be issued. Please note that we may require medical consent form your doctor where certain medical conditions exist. A health check declaration form must be filled out before using any of the Leisure Club & Spa facilities. A Lifeguard is not in attendance. All children under 8 years of age must be accompanied in the water at all times. Minimum of one adult to two children. All children 8-15 years must have adult supervision on the pool side at all time. Minimum of one adult to two children, or if accompanied in the water one adult to four children. Unaccompanied children aged 8-15 years of age must be able to swim without buoyancy aids. Non swimmers must be accompanied in the water at all times. Please contact the Leisure Club & Spa for more information on 01305 764013.

### **Caring for others**

Please note that whilst we do have first aiders amongst our staff, we do not have a resident nurse or doctor. Therefore, it is your responsibility to look after yourself and any others in your party who may need assistance.

Should you have any queries or looking to book as a family or group of 10+ rooms, please contact our reservation team directly, who will be happy to assist you.

**Welcome and Enjoy your Stay**