

## Terms and Conditions:

**Confirmation of Booking** - A booking will only be regarded as confirmed when it has been guaranteed with a credit or debit card number upon payment of the appropriate non-refundable booking fee; or a cheque has been cleared or cash funds received. A non-refundable deposit of £15pppn is required when a reservation is made & this will be deducted from the final account. Telephone credit & debit cardbookings (Mastercard, Visa Amex & Maestro) are accepted. Cheques to confirm bookings should be received by us at least six working days prior to your arrival.

**Advance Purchase Rates** - APR are discounted and the lowest available tariff and are terms of this booking are strictly non-refundable and cannot be cancelled, transferred or amended.

**Cancellation** - We recommend that you consider Travel Insurance to cover your obligations under a booking contract. Should circumstances prevent you from taking your holiday as planned or make it necessary for you to curtail it, you should notify us by telephone & in writing immediately to minimise the cancellation charge. In the event that we are able to re-let your accommodation on at least the same terms, only the deposit will be forfeited. If we are unable to do so, the following cancellation charges will be made based on the length of notice received by us: In the event of non-arrival or cancellation less than 48 hours prior to the arrival date, the full confirmed value of the stay will be charged; For cancellations received between 2 & 30 days prior to arrival date 80% of the full confirmed value of the stay will be charged. For cancellation made more than 30 days prior to arrival date, 50% of the full confirmed value of the stay will be charged. In all cases where we successfully re-let cancelled accommodation, any revenue received from such re-letting will be deducted from the cancellation charge or reimbursed as appropriate.

**Payment of Accounts** - Payment is due on presentation of account & may be made by credit card (Amex, MasterCard & Visa), debit card, Building Society Cheque or Cash. We regret that we are only able to accept a single personal cheque up to the limit of a cheque guarantee card. If you have any queries on any part of your account you should pay the undisputed part when it is due & the remainder on resolution of the matter. Accounts remaining unpaid after the due date will be liable to interest rate of 2.5% per week calculated from the date of the account. Any collection cost incurred by the hotel (including fees billed by collection agencies, credit reference agencies & solicitors) will be added to the final amount payable.

**VAT / Service** - Tariffs quoted are inclusive of VAT at the current rate unless stated otherwise. Gratuities for staff are entirely at the discretion of the guest. VAT will be charged at the government standard rate at the time of stay, not at the time of booking.

**Bedrooms** - Bedrooms are normally available for occupation from 2.30pm on the day of arrival & must be vacated by 11.00am on the day of departure. Please let us know if you expect to arrive after 6.00pm late checkout is available at £10 per room per hour subject to availability.

**Valuables** - The hotel will not be responsible for guest's valuables unless they are deposited in the hotel safe under our safety deposit procedure.

**Car Park** - Limited Parking is available free of charge within the hotel grounds on a first come first served basis. - Vehicles & their contents are parked entirely at the guests own risk. Please collect a permit from reception on arrival. On street parking is available but chargeable for a small fee.

**The Oceana Day Spa** is located at Cliffside and is open from 10am Daily except Christmas Day, Reservations on 01202-208666

**Laundry / Dry Cleaning** - A same day laundry & dry cleaning service is available from Mon - Fri through an outside contractor & items should be left at reception by 8.30am. No liability is accepted by the hotel in the event of loss or damage by outside contractors.

**Porterage** - Porterage is available 24 hours each day.

**Facilities** - All residents may use without charge the facilities of the indoor leisure club which comprises an indoor heated pool, Sauna & Table Tennis, subject to acceptance of the safety rules available at reception. Charges apply for the use of the 2 Squash courts, Business center & Cinema. We reserve the right to withdraw these facilities for maintenance without prior notice.

**Bath and Shower** - Some baths have built in safety tread, should you require a rubber bath mat, please contact reception before showering and one will be provided. We also provide portable grab handles should you require, also available from reception or Duty Manager.

**Towels** - We do request that hotel towels are not removed from the bedrooms. Towels for use in the indoor leisure club are available from Suncliff reception, towels for outdoor pools are available from Cumberland & Cliffside receptions at a small charge. Towels not returned to reception will be charged to your account at £25 each. It is forbidden to hang towels from hotel windows & balconies by a local authority ordinance.

**Meals** - Please contact reception or websites for meal times throughout the Oceana Resort.

**Smoking** - Smoking is not permitted in any area of the hotel including bedrooms. Any evidence of smoking in bedrooms will incur an automatic charge of £250 for cleaning & possible loss of use. Alternative outdoor smoking areas are available & have ashtrays provided.

**Dress Code** - As a courtesy to others & to avoid any possible embarrassment we request that smart casual wear (ie. not shorts, tracksuits, flip-flops etc) is worn in the restaurants for dinner. It is hotel policy to refuse admission to anyone considered unsuitably attired and with footwear.

**Security Bond** - All same sex groups will be required to pre authorise & sign a £100 per person bond on arrival, monies will only be taken if the terms and conditions of the bond are broken

**Dogs** - Well behaved small dogs are accepted at tariff rate. They are not allowed in any public area of the hotel or the leisure club including Poolside and Lido. A pet bond must be signed at check in and any damage, soiling or excessive dog hair on soft furnished will incur specialist cleaning charges.

**Lost Property** - Lost property will be kept for a period of 28 days, if claimed a minimum charge of £5 will be charged for its return.

**General** - No allowance may be made for meals not taken or temporary absence when booked on inclusive terms. We reserve the right to amend the services & amenities described & to vary the tariffs given without prior notice.