



Accommodation - Terms and Conditions

1. Check in

Rooms are available as from 15:00hrs on the day of arrival. All guests are requested to check in on or before 22:00hrs on the day of arrival. If you for see any problem or difficulties please do inform reception immediately. To maintain safety of our residents and our staff the Hotel reserves the rights not to accept check-ins after 22:30hrs. Guests are expected to check in before 22:30 hrs. Check in after that time will be subject to additional satisfactory security and scrutiny. We reserve the right to refuse check in after 22:30. (Any request for an early check in will be subject to an extra charge of £10.00 **and** subject to the logistics of being able to accommodate your request – subject to availability).

2. Check Out

Check out on the day of departure is strictly at 11:00 am to maintain the smooth operation of the Hotel. An additional charge of £10.00 per every hour or part of, will be levied to guests who check out after 11:00am. Please discuss your needs and make the necessary arrangements with us. Please note that on check out a routine inspection of your room will be undertaken by staff to ensure that all is satisfactory.

3. Reservations

Group/block bookings of rooms 10+ will be subject the following terms and conditions:

- Rate is for ROOM ONLY
- A maximum of 10 rooms may be booked and can be increased once all 10 rooms have been named and guaranteed, all this is subject to availability.
- Organiser or Principal person requesting for a group/block booking **MUST** provide a valid credit/debit card to guarantee the total booking value, if they cannot supply a credit/debit card then the block **CANNOT** be made. Details of this card will be kept in the reservations filing cabinet on the date of arrival with their signature to confirm that they agree with the terms and conditions.
- Booking must be made directly to the Hotel as we do not accept any agency or third party bookings for group/block bookings.
- Other general accommodation terms and conditions apply to group/block bookings.
- Provisional bookings that are not secured or guaranteed are valid for 48 hours only after which they will be released back to open sale without notice.
- Rooms that are not named or secured will automatically be released 6 weeks prior to arrival date – this will be without notice.

4. Payment Policy

- a. A valid credit card is required at the time of booking to guarantee any accommodation reservations and any deposit required. The registration card must be completed and handed over to Reception. The card must be completed and legible. We reserve the right to refuse admission/check in if the card is incomplete and not legible. We also reserve the right to ask and request for additional ID as part of our security checks.
- b. Full payment for your accommodation cost is required and authorised against a valid credit/debit card **at the time of check in**. we accept chip and pin payment. We do not accept payment by mail/phone/internet.
- c. You agree that the balance of any extra and related costs during your stay will be charged against your debit/credit card at the time of check out. Your credit/debit card is also used as a guarantee for any other costs. We accept only the card that has been used at check in with chip and pin. Use of other cards for additional charges will be by chip and pin as well.
- d. Special Note- Please note that any damages/breakages to Hotel rooms/properties will be charged to your credit/debit card (as used at check in time using chip and pin) as this is declared as a direct condition of your booking and stay at the Hotel (see clause 6)
- e. We accept the following credit cards: MasterCard, Visa and American Express.
We accept the following debit cards: Visa/Delta, Maestro, Solo and GBP currency only.
- f. Cheque payment is not acceptable (except if you have an approved credit account with us).
- g. We reserve the right not to accept cash as payment in the absence of an ID check.
- h. Any refund where applicable will be posted to the same declared card used at check in, we cannot refund to any other cards.

5. Cancellation Policy

Our cancellation policy is before 2pm the day prior to arrival. Any cancellations made after this time will be charged at the full rate for the first night stay. For group/block bookings - provisional bookings that are not secured or guaranteed with a deposit are valid for 48 hours only after which they will be released back to open sale without notice. Rooms that are not named or secured on a booking with a deposit will automatically be released 6 weeks prior to arrival date – this will be without notice.

6. Damages Policy

Any person who irresponsibly negligently or intentionally causes damage to the Hotel premises/properties shall be liable for damages sustained by the Hotel, including the Hotel's loss of revenue resulting from the inability to lease rooms while the damage is being repaired. You agree that such costs will be charged to your debit/credit card (see 4.0)

7. Room Keys

All keys must be returned to Reception and handed to the Receptionist on check out. Failure to do so means that you agree to a charge of up to £98.00 (depending on the key) will be made against your credit/debit card.



RIVENHALL HOTEL

8. No Smoking Policy

The hotel operates a strict no smoking policy on its premises including bedrooms, commercial rooms, toilets/wc, bathrooms, bar, conference rooms, corridors and restaurant. This is in line with current statutory fire regulations legal requirements. Regular inspections are carried out by staff. A charge of £100.00 will be levied to any person found to be/ have been smoking in any part of the

Hotel. The Hotel reserves the right to evict any guests for noncompliance of this legal requirement and may duly report the incident to the Police.

Any guest tampering with the fire/smoke detector system will be considered to be committing an offence and will be reported to the Police and asked to vacate and leave the premise with immediate effect. Cost against any damage or reconstruction of the safety system will be charged as an additional cost.

9. Pet Policy

We do not accept any pets for overnight stays except registered Guide Dogs.

10. Housekeeping Policy

We provide a housekeeping service between the hours of 8am-11am.

11. Complaints/Compliments

Should you have any concerns/complaints regarding your room or our service you are required to inform us immediately so that we can solve matters swiftly, otherwise complaints/concerns are investigated in line with our policy and we will inform you of its outcome accordingly. We would also welcome your compliments.

12. Zero-tolerance to abuse, threats and aggression

The Hotel adopts a zero-tolerance to any abuse, threats and aggression directed to its employees. We usually notify the Police on such occasions.

13. Security and Safety

In the interest of security and safety for our guests and our premises we do operate a policy of regular inspections- day and night. This is supported by our 24 Hour CCTV system, subject to its coverage and operational system.

Any untoward activity or those that we suspect or consider to be unlawful will be reported to the Police.

14. Health and Fire Safety

You are required to comply with Fire Safety measures put in place at the Hotel. For group/block booking/events as applicable you agree NOT to exceed the number of people agreed upon. You are also required to notify the Hotel for any assistance that you or any of your guests may need in terms of disability (i.e. deafness, blindness etc.). You are required to inform us of any guests with any food allergies or intolerances.

15. Special Offers

For those staying with us for a prolonged period we may offer a 10% discount on the room rate providing the following conditions are met

- They book directly with us
- They pay upfront in full
- They cannot cancel or amend their booking once it has been made.

We reserve the right to, from time to time, post special offers/special rates for specific periods to address supply and demand.

This and other special offers are valid only for the period they are set for. Please contact us for more information

16. Use of Wi-Fi is free and complimentary to our guests and is not included in the guest's fees. Wi-Fi performance is subject to the volume of its usage at any given time and is also subject to availability and operational system.

