

### **Terms and Conditions:**

**Check In** – Guests at The Trouville will need to ensure that they carry a passport or proof of identity on them if they are a Non-UK or Non-Commonwealth citizen in order to successfully check in. The Trouville Bournemouth adheres to the Hotel Records Order 1972, which requires all guests over the age of 16 to provide proof of identity, nationality and place of next location upon check-in. Guests will be asked to provide proof of identity and nationality upon check-in. Overseas guests, excluding Republic of Ireland and Commonwealth citizens, will be asked to complete a registration form and provide their identity card / passport details. Acceptable forms of identification are: a passport, driving licence, ID card or police warrant card. This procedure does not apply for UK citizens but all countries operate a similar system and some may require you to hand over your passport to be held by the hotel. For more information or to discuss your business travel needs, call our friendly team on 01202 552262. If a guest arrives at the hotel and is under 18 years of age the guest will not be permitted to stay alone. We may require photo identification (a driver's licence or passport) as proof of age and if the guest is unable to present this to the satisfaction of the hotel, we may terminate your booking without refund. You must be able to show photo identification (a driver's licence, passport or national ID card) and a valid credit or debit card if you are paying by cash for a pay on arrival or walk-in booking at The Trouville Bournemouth. If you are unable to produce this to the satisfaction of the hotel, we may terminate your booking without refund and further liability from The Trouville Hotel.

**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 £15ppn may be required when a reservation is made & this will be deducted from the final account. Telephone credit & debit card bookings (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.

**Festive Accommodation Packages** - £50.00 per adult non-refundable / transferable deposit will be required on booking. Final Balance due in full by 1st December. Any cancellations before 1st December will be subject to loss of deposit, any cancellations received after 1st December will be charged at the full confirmed value of the stay. This excludes our Twixmas Packages which require a valid credit or debit card to guarantee the reservation and offer a free cancellation period up to 24 hours prior to arrival.

**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 you accommodation on at least the same terms, only the deposit will be forfeited. See booking terms for your room type booked. Advance purchase rooms are non-refundable and non-transferable.

**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.

**Credit / Debit Card Payments** – Please note on check in all we will require the same credit or debit card used to pay for the room either in part or full to be present for a chip and pin security swipe, if this card is not presented the payment will be refunded to the original payment method and you will be asked for an alternative form of payment before check in is permitted. A third-party authorisation form can be provided on request from the hotel reception by calling 01202 552262 which can cover stays up to the value of £500.00 for

cards not present on arrival (At least 48 hours' notice required), anything over this amount will need to be paid via Bank Transfer. On check in you will be asked if you wish to open a credit facility to charge extras to during your stay, a valid credit or debit card will be pre-authorised for an amount you choose upon check in. Once this limit is reached the hotel will automatically collect the authorisation and ask you for another pre – authorisation before reopening the facility. Should you choose not to open an account you will need to pay as you go for any extras you have, all of our outlets accept cash and card payments. In the event you do not use your credit facility, any amount pre-authorised will be released on your departure.

**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 3.00pm 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 10.00pm late checkout is available at a small charge, 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 only for guests who book directly with the hotel by phone or on our official website. The guests booking through a third party will be charged £12.00 per day. Vehicles & their contents are parked entirely at the guests own risk. Please collect a permit from reception on arrival. On street chargeable parking is available.

**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.

**Leisure Club Facilities** - All residents may use without charge the leisure facilities on site at The Trouville Bournemouth this includes heated indoor pool, sauna, mini gym and Jacuzzi. The hotel does offer private hire for children's swimming lessons so we do reserve the right to close the facility for this without notice. From time to time, we may need to carry out essential maintenance work and also reserve the right to close this facility without notice. Leisure facilities are a free element and no refund or allowance will be made if not used or unavailable.

**Towels** - We do request that hotel towels are not removed from the bedrooms. Towels are provided from Reception for use in the leisure suite. Towels are not provided for use on the beach or outside of the hotel. It is forbidden to hang towels from hotel windows & balconies by a local authority ordinance.

**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. Should you need assistance in fitting your bath mat please ask.

**Meals** - Please contact Reception or websites for meal times during your stay. These can also be found on your key card slip, advance bookings are always recommended.

**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 (i.e., 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.

**Groups & Security Bond Policy** - All bookings of 6 bedrooms or more than six guests will be assumed as a group booking and 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. All bookings of 6 or more rooms booked together will be treated as group bookings as per The Trouville Bournemouth policy. Group bookings will be contacted within 7 days of making the reservation and will be treated as advance purchase bookings. The full non-refundable payment will be required within 7 days of the reservation being made, no cancellations, modifications or refunds will be permitted for any group bookings. These group terms and conditions override any rate policy that has been booked. In case of payments not received within 7 days of the booking being made, the Hotel reserves the right to cancel the booking without any liability or further communication.

**Pets** - We allow the accommodation of small dogs under 10kg (one dog per room) at a supplement of £20 per day. As a matter of courtesy to other guests, dogs are only allowed in certain public areas at the Hotel, mainly because food is served throughout our bars, lounges and restaurants. Please ask a member of the team for designated dog friendly areas. We do not accept dogs in our Suite or Executive rooms under any circumstances. A pet bond must be signed at check in, along with a £50 refundable deposit. Any damage, soiling or excessive dog hair on soft furnishings will incur specialist cleaning charges. Cats & other animals are strictly prohibited. Guide and assistance dogs are exempt from this policy and charges providing correct certificate / paperwork is provided on check in

**Lost Property** - Lost property will be kept for a period of 28 days, if claimed a minimum charge of £7.50 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.

**Force Majeure** - In the event that The Trouville Bournemouth experience at any time during the term of this Agreement a significant increase in any of its critical costs, including, without limitation raw materials, packaging materials, logistic costs or plant, labour or overhead, due to events outside of The Trouville Bournemouth's reasonable control such as, for example, supply shortages or adverse economic conditions or other causes beyond The Trouville Bournemouth's reasonable control which effect all suppliers in the hospitality industry, then the parties agree to negotiate in good faith an adjustment to the then-current prices. If the parties fail to reach a mutually acceptable agreement, then The Trouville Bournemouth has the right not to supply the effected Products/Services or to terminate this Agreement, in each case by granting Customer a minimum 1 (one) week written notice.

This clause could be implemented if world events severely impact the operational and financial stability of the business. This may result in amending quoted/contracted prices.

**Visitor Charge** – Please note from 1<sup>st</sup> July 2024 a Visitor Charge of £2.40 (Including VAT) per room/unit per night will be applicable to all existing and new bookings and will be subject to payment from all existing guests from said date and from all new guests upon checking in to the hotel. This levy will be charged by all hotels in the BCP Area in line with the Bournemouth, Christchurch and Poole Accommodation Business Improvement District (BCP-ABID) requirements. The Visitor Charge will not be included in any room rate quoted or previously booked and will be added automatically to your bill upon checking in.