

Booking Terms and Conditions

1. Bookings

All bookings at Fines Bayliwick Hotel (the "Hotel") are subject to these Terms.

Bookings can be requested online or by phone and can only be made by persons aged 18 years or older. At the time of booking or at check-in, we will take your credit/debit card details and you authorise the use of this card for any sums that become owing to us. We shall also have the right to require full payment in advance or a deposit at the time of booking in certain circumstances or if the booking includes the supply of certain items or services. No booking shall be treated as confirmed until the details and/or payment/deposit described in this paragraph have been provided. Please note a 5% handling fee will be charged on American Express cards & all corporate credit cards.

2. Charges

The prices displayed on www.finesbayliwick.com (together with any authorised agency websites displaying our prices, are hereafter referred to as "Websites") and any invoices provided by the Hotel are final. The Hotel reserves the right to periodically review its room prices. Any increased price will be advised at time of booking. For details of our room prices, please check our web site www.finesbayliwick.com or call +44(0) 1344 860126. Any meals, service or VAT (at the prevailing rate) are included only if specified. A minimum length of stay, deposit, cancellation charge and other conditions may apply to certain rates, as specified. Once a rate is selected on the Websites, the total for your requested stay shall be displayed on the reservation summary. Prices shall be charged in pounds sterling. The VAT breakdown shown is indicative based on the current rate of VAT, and the expected VAT treatment of the goods or services. VAT will be payable at the prevailing rate applicable at the tax point of the invoice or booking confirmation issued, and may change depending on the actual rate and the VAT treatment of the goods and services purchased at that date.

Price lists for additional items, such as restaurant meals and room service, are on display at relevant locations within the Hotel and are available on request.

3. Check-in/ Check-out Requirements

In the interests of security and to prevent fraud, at the time of check-in, guests may be required to confirm their identity by providing their booking reference; their passport/identity card/driving licence and a valid credit or debit card which will be swiped in the presence of the card holder. If guests are travelling from outside the UK, Ireland or any country in the Commonwealth we are also obliged by law to require guests to provide the number and place of issue of your passport/identity card and details of their next destination. These records will be kept for at least 12 months and may be disclosed or made available for inspection by any police officer or as otherwise required by applicable law in connection with the prevention or investigation of crime. The information above may be requested for each member of your party over the age of 16 and we reserve the right to refuse entry to persons who cannot provide the information set out above.

Unless otherwise stated on the booking confirmation, Guests may check-in at any time from 2.00 p.m. on the scheduled day of arrival. In the event, a late check-in is required (after 11.00 p.m.) then you must notify the Hotel when making the reservation to receive the late check in details, which will only be provided upon request. All rooms that have been secured by credit/debit card or prepaid at the time of booking will be held until 11:59pm on the scheduled day of arrival unless otherwise agreed directly with the Hotel. Any non-secured reservation will be held until 3.00 p.m. on the day of arrival at which time we will be entitled to re-let the room, unless the guest has notified the hotel of a late arrival.

On the day of departure we kindly ask all guests to vacate their rooms by 11.00 a.m. (unless a later departure is stated as part of your Booking). Late check-out after this time can be requested subject to availability and will be charged at an hourly rate at the discretion of the Hotel.

Rooms are subject to maximum occupancy rules set by the Hotel. If you would like further details please contact the Hotel.

4. Payment

We accept the following methods of payment: credit cards: American Express, MasterCard/Diners International, Diners Club, JCB International Credit Card, Visa; debit cards - Visa/Delta and Visa/Electron.

For advance purchase rates the card you booked with must be presented on arrival, along with the appropriate ID.

At the time of check-in we will charge the full amount of your stay and may choose to pre-authorise your card for any anticipated incidentals for the duration of your stay against the credit/debit card provided upon booking. We may also choose, at our discretion, to accept a deposit in place of payment card authorisation by another valid form of payment, including cash or cheque.

During your stay the Hotel's system will calculate the incidentals charged to your room on a daily basis. If the cost of those incidentals exceed the authorisation taken on check-in, further authorisation will automatically be requested and if such authorisation is not available, we may request another method of settlement or a deposit to be provided, failing which we reserve the right to restrict access to your room.

All outstanding charges must be paid for in full on check-out from the Hotel. If the outstanding charges do not exceed the authorisation taken on check-in, the authorisation for the amount not utilised will be released, however, we cannot control how long it takes for your bank to effect such release. If staying for multiple nights at the Hotel we may require you to make payment for any outstanding charges on a more frequent basis during your stay.

5. Cancellation Policy and No Shows

The cancellation policy varies according to the rate that is booked. Please refer to the individual full rate descriptions given at booking.

For Standard rates marked as such - these are cancellable without charge up to 12.00 noon local time on the day prior to the day of arrival. You must send the Hotel a fax or e-mail and you must obtain a cancellation number from the Hotel for your records for the cancellation to be effective. Cancellation and non-arrival charges apply after the relevant time if this procedure has not been followed and such charges will be charged to the credit/debit card supplied at the time of booking. We reserve the right to fully charge the debit / credit card provided at the time of booking for the entire reservation if the above cancellation requirements are not met.

If leaving early from a multi-night stay, please notify reception or a duty manager 24-hours before the day of departure and refunds may be provided upon the discretion of the Hotel for non-pre-paid rates only. If this procedure is not followed, please note that the full payment will have been made at check in and refunds will not be given for the remaining nights of reservation.

For reservations marked as "group bookings", a 5 days' notice period is required for cancellation. You must send the Hotel a fax or e-mail and you must obtain a cancellation number from the Hotel for your records for such cancellation to be effective. Full payment of the group booking will be made at check-in, therefore unless the above procedure is followed, refunds will not be given for the remaining nights of reservation.

For Non Refundable rates marked as such - we require full prepayment for the entire stay at the time of the booking and this is non-refundable and the booking is non-changeable. Prepayment is charged to the credit/debit card supplied at the time of the booking. Cancellation or non-arrival will result in the forfeiture of the prepayment.

In the event of non-arrival on the first night of a multi-night stay (booked on any of the above rates) the first night will be charged and rest of the reservation may be cancelled at the Hotel's discretion. The Hotel reserves the right, at its discretion, to re-let the room and forfeit the whole booking. No refund will be provided.

Conference room bookings (and the additional services provided) are cancellable without charge up to 12.00 noon local time seven days prior to the day of the booking. You must send us a fax or email and obtain a cancellation number from the Hotel in order for the cancellation to be effective. In case of non-arrival, the full charge for the conference room booking, as well as all additional services requested will be made to the debit / credit card provided at the time of booking.

6. Changes or Cancellation by the Company

Very rarely we may need to cancel your booking. In such circumstances you will be given a full refund but we shall have no further liability to you arising out of such cancellation. We will, however, use reasonable endeavours to try and re-locate any confirmed booking cancelled by us to an alternative location similar in standard to the Hotel.

Your booking is for a class of room in the Hotel and does not guarantee that you will be able to stay in a specific room or in the same room for the duration of your stay. If you have indicated a preference for a particular room, we will use our reasonable efforts to honour this preference. However, we may need to allocate an alternative room to you for operational or safety reasons. If we need to move you to a different room during your booking for which a lower rate is available than the rate you booked at, we will refund you the difference in the rates.

7. Damage

We reserve the right and you hereby authorise us to charge your credit or debit card for any outstanding expenses, damage incurred to your room or the Hotel during your stay (including without limitation specialist cleaning) or for any items that are missing when you leave.

8. Guest Behaviour

Guests are requested to conduct themselves appropriately at all times and to comply with Hotel procedures and/or requests with regard to conduct and respect for the property of the Hotel, its employees and guests and their health and safety. Guests are requested not to disrupt the comfort and enjoyment of other guests, the smooth running of the Hotel, or cause offence to other guests or our members of staff. We reserve the right to refuse accommodation or services or remove you and members of your party from the Hotel if, in our reasonable opinion, we consider this provision to have been breached. Where this is the case shall have no obligation to refund you for lost accommodation, other services or any other loss or expense incurred.

9. Accessibility

Please contact us on 01344 860126 to discuss specific individual requirements and the availability of appropriate accommodation, and we will do our best to accommodate your needs.

10. Parking

Our car park has limited spaces available and space may not be available for the duration of your stay. Terms and conditions also apply to car park use. Please contact the Hotel directly for more information. Cars and their contents are left at the owner's/customer's own risk. We do not accept responsibility for any loss or damage incurred as a result of parking and/or driving in our car park (save as may not be excluded or restricted by applicable law).

11. Hotel Events

Please be aware that at certain times throughout the year our Hotel may host weddings, events and parties. The Hotel will advise you as such upon check-in. Please contact the Hotel directly in advance of your stay for further information.

12. No Smoking

Guests are not permitted to smoke in rooms or public areas. Designated smoking areas are available throughout the Hotel grounds and are signposted as such.

13. Children

All children (a person under 18 years of age) staying at the Hotel must be accompanied by an adult and must be supervised by an adult at all times.

Cots and extra beds are available for children under the age of 8. However, these are limited and subject to availability. Additional charges may apply. Please check at the time of booking.

14. Pets

Guide dogs are accepted with prior arrangement, and other dogs may be accepted at the Company's discretion, but otherwise no pets are allowed at the Hotel.

15. Personal Information

Telephone calls may be recorded from time to time to help us improve the service we offer you. All personal information stored and used by us is done so in accordance with our Privacy Policy and Cookie Policy, which is available on request.

16. Force Majeure

The Hotel accepts no liability and will not pay any compensation where the performance of its obligations is prevented or affected directly or indirectly by or as a result of force majeure or any circumstances beyond its reasonable control including, but not limited to, flood, earthquake, extreme adverse weather conditions, natural disasters, other acts of God, acts of terrorism, fire or failure of electric power, gas, water, or other utility service, plant machinery, computers, vehicles or any collapse of building structures.

17. Limitation of Liability

The Hotel will not be responsible for the loss or damage of any property left in the Hotel or in its grounds including but not limited to the Hotel car park, other than as required under the Hotel Proprietor's Act 1956 and the Local London Authorities Act 2004 or any other applicable law.

The Hotel will not be liable for any indirect, consequential or pure economic loss or any loss of profit, goodwill or opportunity (whether caused by the negligence of the Hotel, its employees, contractor or agents or otherwise). The Hotel's total liability shall not exceed the value of the charges received by it under the booking contract.

Nothing contained in the booking contract or in any other document referred to or incorporated in it shall be read or construed as excluding any liability for death or personal injury caused by the Hotel's negligence or liability for fraud or fraudulent misrepresentation.

18. Governing Law and Jurisdiction

The booking contract and any non-contractual obligations arising in connection with it are governed by English law.

The English courts have exclusive jurisdiction to determine any dispute arising in connection with the Contract, including disputes relating to any non-contractual obligations.

Each party irrevocably waives any objection which it may now or later have to proceedings being brought in the English courts (on the grounds that the English courts are not a convenient forum or otherwise).

19. Web Site Information

While all reasonable efforts have been taken to ensure the accuracy of information on the Websites, the Hotel does not accept responsibility for errors or omissions and reserve the right to amend, cancel or vary any of the arrangements featured on the Websites without notice. Please note that in certain circumstances, generic photographic images have been used to represent the general style of a particular product or hotel.

The content of the Websites is the copyright of the Hotel, and may not be copied, reproduced, published, distributed or amended for any other purpose without our prior written consent.

Trademarks used on the Websites are the property of the respective owners. Hyperlinks to third party websites are provided for your convenience. We cannot accept responsibility for the content or use of third party sites.