

CHANNEL VIEW HOTEL, PAIGNTON

BOOKING TERMS & CONDITIONS

These terms and conditions are the 'small print', the bit which is rarely read in advance of bookings. However, at the Channel View Hotel, we recommend strongly that whilst we hope nothing goes wrong between booking and your stay with us ending, it is better that we are clear about the legal 'bits and pieces' associated with all our bookings. Most of this is standard wording used by many hotels and guesthouses, but please take the time to read it.

TERMS

These booking terms ('Booking Terms & Conditions') are between Channel View Hotel (referred to as 'We'/'Us'/'Our') named under the 'Reservation Confirmed with' section of the Booking confirmation ('Booking Confirmation') and the person or legal entity making the Booking (You/Your'). These Booking Terms are for the provision of accommodation services ('Booking(s)') by us to you. These Booking Terms are governed by English Law and apply to all Bookings. By making a Booking you are deemed to accept and be bound by these Booking Terms.

BOOKINGS

Bookings are made and a contract between you and us comes into effect when we accept a reservation from you. We will accept a reservation when we have confirmed your reservation and received either: (a) full payment of the total price; or (b) payment of a non-refundable deposit of £50 per person, per week; and (c) and other amount we have specified at the time of your booking. The full balance is due to be paid by you to us on check-in, or at an earlier date if so requested by direct communication between you and us for example in the case of a last minute booking. You must be able to enter into a legally binding contract and be over the age of 18 years to make a Booking. When your on-line booking is confirmed, a reservation number is given. This number must be retained for access to your booking details if cancellation or amendment is necessary. You may need to quote this reservation number when contacting us.

PRICING AND PAYMENT

All prices advertised include VAT where applicable at the current rate. All prices are quoted per room per night based on 2 people sharing a room, with the exception of our 1 single room. A discount is usually applicable to single occupancy of a double room, but this varies at different times of the year.

Prices quoted are correct (unless a pricing error occurs) and do not include any other costs you may choose to incur during your stay.

We accept payment in cash, credit or debit card although payments made by credit card are subject to a 1.5%. Unfortunately we do not accept personal cheques or American Express.

All prices are quoted in Pounds Sterling. It is important to read these terms and conditions at the time of the reservation, as policies (including cancellation) may differ.

When you make a payment using a credit card, we (or our trading name) will be displayed as the merchant of record. When booking through one of our booking partners online, the total amount payable to confirm your booking is quoted in your booking confirmation and will be charged to your credit or debit card at the time of booking.

Reservations are usually only accepted for a minimum of 2 nights, although minimum night restrictions may change during low season, Bank Holidays, events such as our Festive Break, or through some of our online booking agents. Published offers cannot be used in conjunction with each other or with any other promotion or discount, unless otherwise stated.

Cancellations (if booked directly with Channel View Hotel by telephone or in person)

All bookings made are subject to these terms and conditions:

- If your booking is cancelled or reduced up to 30 days before the date of arrival, no additional fee will be charged, but any monies already paid including the deposit are non-refundable.
- If your booking is cancelled or reduced within 30 days before your arrival date, or in the case of no-show, the total price of the reservation will be charged. Early departures are not refundable.

Days are counted from midnight from the day of arrival.

We do make every effort to re-let a room should you have to unexpectedly cancel. We respectfully remind all guests that a reservation is a legally binding contract. We strongly advise you to take out travel insurance to cover you for such an event.

We reserve the right to cancel a booking with a full refund after confirmation has been received. We also reserve the right to terminate your stay without being liable for any refund or compensation when discomfort or distress is caused to other guests. Whilst we endeavour to supply your first choice of accommodation we reserve the right to change the room if and where necessary. If there is a difference in price you will be liable for the price differential. If the differential is less than the original value of your booking a refund of the difference will be made to you.

ARRIVAL AND DEPARTURE

Rooms are available from 15.00. As we are a relatively small establishment, we request that guests arrive by 17.30 or if you are delayed please give us a call and we can arrange a late check-in. Dinner is served at 6pm, so we will be busy between this time and 19.30pm. If you have booked for evening meals, please call the morning of your stay no later than 11am to decide on your menu choices.

Departure time is before 10.00am on your last day to allow our Housekeeper to prepare the room for the next guests. Late check-outs up to mid-day may be booked in advance for a charge of £25 per room, similarly early check-ins may be available if booked in advance.

CHILDREN

For 2017 we are accepting limited bookings from guests with children (under 18's), however, with effect from 2018 we are taking on board feedback from the majority of our guests who would prefer the Channel View Hotel to be child free. So for 2017, guests under 12 months and over 13 years are welcome to stay in rooms 1 or 8 only. However please understand that our facilities are not really appropriate for young children, and you are responsible for their Health & Safety so please supervise them at all times and respect our other guests. A special tariff may be available for these younger guests, please ask when booking, and discuss the type of bed and bedding required. No guest under 18 may stay in a room by themselves for safety reasons, and we reserve the right to refuse accommodation in this instance.

In the instance where the whole of the Channel View Hotel is booked for a private function, the owners (at their discretion) may permit children after discussion.

PARKING

We are aware that parking is a premium in Paignton, and our guests are lucky to have access to 10 free parking spaces on our forecourt. However, users of the car park do so at their own risk. The management does not accept responsibility for damage, accident or loss and no booking guarantees a parking space in our car park. We do ask guests to be respectful of other guests and to leave their registration number at reception and be prepared to move their car to allow another guest to get their car out. Spaces cannot be booked or guaranteed.

OTHER INFORMATION

There is a Guest Information Folder in each room, which contains hotel and local information relating to travel and attractions, this is also downloadable on our website. We produce these folders to help our guests, but hold no responsibility for keeping this information up to date or make personal recommendations.

REASONABLE USAGE

The Channel View Hotel is an old property, and some sound does naturally travel. We ask that you respect the enjoyment of other guests. Please be aware that in extreme circumstances we reserve the right to terminate a booking for unacceptable conduct.

We do not accept bookings for large single sex groups; under 21's travelling unaccompanied, or Hen/Stag parties.

For the comfort of our guests, we are a smoke-free hotel. Cigarette of any type (including e-cigarettes), cigars and candles are not permitted whilst in the Hotel or on the front terrace as the smoke can enter the conservatory or bedroom windows. You may smoke at the bottom of the carpark but please dispose of your cigarette ends responsibly.

Please note that we do not allow cooking in your room, or food to be consumed there in. This includes all hot and cold food, in an effort to keep rooms and carpets clean and hygienic for the next guest.

Please respect this policy, as a cleaning fee of at least £100 is charged to any guest we suspect is ignoring this policy, AND we will ask you to leave the property.

SPECIAL REQUIREMENTS

All our Standard Rooms are equipped with good quality polyester quilts and pillows.

All our Deluxe Rooms are equipped with Hypo-Allergenic Goose Feather & Down quilts and pillows. If you would prefer polyester, please book this in advance of your stay.

To support our environmental policy, we will make your beds daily but only change your bedlinen if you are staying with us for longer than a week. You are welcome to have your linen changed more often, but there is a £25 charge for each additional change, and can be booked as part of your original booking or requested during your stay.

We also ask guests to consider the environment when deciding whether a change of towels is necessary. If you leave your towels on the floor or in the bottom of your shower, our Housekeeper will change them when she services your room. If you are happy to reuse them, please hang them on the towel rails supplied so that they can dry.

Unfortunately, heavy or personal soiling to towels, bedding or mattresses will also incur deep cleaning or replacement charge appropriate to the item. Whilst we understand that accidents happen, we would ask that you notify us as soon as possible so that we can deal with the issue quickly to avoid permanent damage.

If you have a food allergy or genuine intolerance, please give us as much notice as possible in advance of your stay so that we may consider alternatives. Some preferences may also be able to be catered for, but again, the more notice we have the easier this will be.

Whilst we will endeavour to ensure that suitable alternatives are found for most allergies or intolerances, however, if your allergy is severe enough to require medical intervention you should be aware that all food will be prepared in the same kitchen and the avoidance of cross-contamination cannot be guaranteed.

LIABILITY

Other than for death or personal injury caused by our negligence or misrepresentation, our total liability to you is limited to the price of the booking and to the fullest extent permitted by law. All warranties are excluded and in no circumstances will we be responsible for any indirect or special damages.

We will not be liable for failure to perform to the extent that failure is caused by any factor beyond our reasonable control. You are responsible for any damage or loss caused to us or our property by your act, omission, default or neglect and you agree to indemnify us and pay us on demand the amount reasonably required to make good or remedy any such damage or loss.

PRIVACY

The only information that we collect off you is that necessary for the processing/verifying of your booking or occasional notification of future offers unless you have specifically requested not to do so. We will not give, sell or swap your details with any third party companies.

We will process the information you provide to us in accordance with the relevant data protection legislation. Your personal data may be transferred to our Online Booking Partner eviivo limited (registered Office 154 Pentonville Road, London, N1 9JE Company Number: 5002392) including where necessary its subsidiaries outside of the EU. By making a booking, you consent to this processing of information as described above.

All business and reservation correspondence should be directed to –

Channel View Hotel, 8 Marine Parade, Preston, Paignton, Devon TQ3 2NU

Email - Info@channelviewhotel.com

Telephone – 01803 522432