



THE SPA HOTEL

# Booking Terms

## **Bookings**

All rates advertised on this web site are strictly subject to availability and must be booked on-line.

There is a limited allocation of rooms available on the offers we advertise. There will be occasions when the hotel may have room availability that is only bookable at a higher tariff for a specific number of nights. Special offer rates may not be combined with any other offer or discount that The Spa Hotel may be promoting.

Special offer rates and leisure break rates are based on a minimum of two consecutive nights stay with two people sharing a double or twin-bedded room. Single supplements may apply to special offer rates. Supplements will be applied to certain rooms. Offer does not apply to previous bookings.

Reservations using rates displayed on this website must be made prior to arrival. Group rates are supplied separately.

## **Payment for group bookings**

A 50% non-refundable deposit is required 3 months prior to the group's arrival and the remaining balance 1 month prior to arrival. Kindly note your final balance date may differ through your travel agency. If there is a national lockdown a refund will be offered if the lockdown is in tiers and the Spa Hotel is open then we will offer to move to an alternative date.



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### **Cancellations, Amendments & Non Arrivals**

All cancellations and amendments MUST be made via reservations or reception at The Spa Hotel on 01892 520331. When your booking is confirmed, a reservation number will automatically be supplied; this must be retained, should you need to make a cancellation and/or amendment.

Cancellations will incur a cancellation charge based on the above payment terms (group bookings included). We strongly recommend that you take out insurance to cover the cost of cancellation and safeguard against other risks. Travellers Protection Limited can arrange an appropriate policy and they can be contacted by telephoning 01603 767699. If there is a national lockdown a refund will be offered if the lockdown is in tiers and the Spa Hotel is open then we will offer to move to an alternative date.

### **Children**

We warmly welcomes families. Children 15yrs or younger sharing a room with two full paying adults will be charged £15.00 each per night for accommodation and full English breakfast.

Childrens menus are available on request. Alternatively children 15yrs or younger are entitled to half price half portion when dining from the main restaurant menu.

### **Telephone Assistance**

If you would like to receive personal assistance with your booking, our Reservations office is open between:

8.00am to 6.00pm Monday to Friday

10.00am to 6.00pm Saturday/Sunday

Telephone: 01892 520331 Alternatively ask to speak to one of our receptionists.



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### **Further Information**

Bedrooms are normally available from 3.00pm on the day of arrival and must be vacated by 11.00am on the day of departure. There are occasions, particularly at busy periods when bedrooms may not be available until later than 3pm.

### **Spa Hotel Health Club**

Your rate includes temporary membership to the Spa Health Club during your stay with us. A charge will be made for use of solarium, Spa Spa body treatments and some fitness classes where applicable. Children under the age of 16 must be accompanied at all times.

### **Car Park**

The Spa Hotel has its own car park, which is free subject of course to availability. Guests are reminded that the Spa Hotel cannot be held responsible for Guests cars when left in its car park.

The Spa Hotel is a non-smoking hotel.