TERMS & CONDITIONS

Please read these booking terms and conditions carefully.
When making a reservation you are agreeing to be bound by the terms and conditions detailed below which form the basis of your contract with The Royal Esplanade Hotel, operated by Planning Solutions Limited (03138503).

Definitions:

- “you” and “yours” refers to all persons named in the booking, which includes any individual
- subsequently added or substituted at a later date;
- “we”, “us” and “our” all refer to The Royal Esplanade Hotel.

Please print and retain a copy of this agreement for your records as it may occasionally be updated.

Making a booking
By making a booking you are confirming that you are authorised to do so on behalf of all persons named in the booking and you are acknowledging that all members of your party agree to be bound by these Booking Terms and Conditions.
When your booking has been made a confirmation will be sent to you by e-mail using the email address that you have supplied. You should retain a copy of this confirmation for your reference.
Booking confirmations are subject to availability of accommodation at the hotel.
You should carefully check the details of your confirmation as soon as you receive it. You must contact The Royal Esplanade Hotel immediately if any of the details are incorrect or incomplete.
We will always endeavour to rectify any inaccuracies or accommodate any alterations you wish to make to your booking. We cannot accept liability for any inaccuracies that are not brought to our attention within seven days of issuing your confirmation, nor can we accept responsibility for inaccurate information that you have supplied.
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.

Accessibility
Please contact our hotel on 01983 562549 to discuss specific individual requirements and the availability of appropriate accommodation, and we will do our best to accommodate your needs.

Short Break Deals inclusive of Ferry
We offer short breaks inclusive of ferry crossings for:
3 nights, Friday to Monday 4 nights, Monday to Friday 7 nights, with any day start. All short breaks inclusive of ferry crossings must be made directly with the Hotel by ringing 01983 562549.

Ferry Information and Ticket Issue Procedure

• Tickets will be sent to you at the time of your booking
• Any changes required to ferry crossings must be notified directly to the hotel.
• Any changes made to booking without notifying the hotel may alter the value of the booking, any may incur supplements payable to port check-in before boarding. This includes changes in duration of booking, number of persons travelling and size of vehicle booked.
• Cancellations must be notified to hotel 72 Hours before date of travel.Cancellation received on day of departure, or after departure date will incur full payment of crossing. Please check in at port of departure at least 30 minutes prior to sailing.

Paying for your booking and Refunds
All bookings made must be guaranteed with a credit or debit card.
*Under EU law, individuals (rather than businesses) have the right to cancel their payment within 7 days of making an initial contract with The Royal Esplanade Hotel. If an individual does cancel their order their payment will be returned when the Hotel receives a letter or e- mailed request to make such a refund.

Full payment is due on arrival at The Royal Esplanade Hotel, with the exception of a short break or 7 night Holiday booking when a £100 non-refundable deposit* will be required on making the booking to cover the Ferry element of that booking.
Cash, Credit or Debit Cards are welcome in settlement of your account.
All prices include VAT.

Checking in

- Check in time is from 4.00pm.
- Last check in time is 8.00pm (or by prior arrangement if you will be arriving later).
- Check out time is 10.00am.

In the interests of security guests may be required to confirm their identity by providing their booking reference and their passport/identity card/driving licence. 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. 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.
Amendments to your booking.

You should notify us of any amendments to your confirmed booking by telephone or in writing (by post or email to info@royalesplanadehotel.co.uk) where you will be given an amendment reference number as soon as possible. Amendments are subject to availability and those made outside the cancellation period (see below) may be subject to cancellation charges.
Cancellations

There is a small charge of £20.00 in the event of losing the room key

On all confirmed bookings cancelled within 48 hours of the stay, there is a cancellation charge equivalent to the total value of the first nights booking. This includes non-arrivals. Your credit or debit card will be charged as given at time of booking.
(*Under EU law, individuals (rather than businesses) have the right to cancel their payment within 7 days of making an initial contract with The Royal Esplanade Hotel).

Cancellations and changes made by The Royal Esplanade Hotel
In the unlikely event that we are unable to accommodate a confirmed reservation it maybe necessary to offer an alternative of an equal or a superior standard room. If at any time we need to make changes or we need to cancel your stay, we will tell you as soon as possible, offering a suitable alternative or refund, this does not apply to minor changes.

We cannot be held responsible for cancelling your booking as a result of your failure to comply with any requirement of our booking terms and conditions, and we cannot be held liable for any expenses costs or losses incurred by you as a result of any change or cancellation.

General Information

Parking
We are very lucky to have a small car park which we try to ensure is a lower cost than parking elsewhere. Please note that spaces are limited and the car park needs to be booked in advance. There are street parking bays and two large public car parks near to the Hotel. A visitor permit can be purchased for use in all on and off street pay and display parking bays managed by the Isle of Wight Council. Please visit www.wight.com for further details.

Damage
We reserve the right and you hereby authorise us to charge your credit or debit card for any 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.

Hotel Events
Please be aware that at certain times throughout the year our Hotel may host weddings, events and parties, which you may feel would be an intrusion on your break. Please contact the Hotel directly in advance of your stay for further information.

Guest Behaviour
Guests are requested to conduct themselves appropriately at all times and to comply with Company 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.

No Smoking
Guests are not permitted to smoke in rooms or public areas. There is a £50.00 charge to your room for works to remove the odour to take place.

Children
All children (a person under 16 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 at the hotel. However, these are limited and subject to availability. Additional charges may apply. Please check at the time of booking.

Pets
All dogs are welcome with prior arrangement, and at the hotels discretion. No other pets are accepted without confirmation from our General Manager.

For reservations please call 01983 562549 or Book Online