

# The Mandalay Hotel

## Terms and Conditions for Bedroom Accommodation

The Mandalay Hotel has a trading name of William and Stephen Hay of the Mandalay Hotel, 36-40 London Road, Guildford, GU1 2AE ("the Hotel"). These Terms and Conditions, together with the Booking Terms and Conditions (which are available on our website on the following link [www.guildford.com/our-policies](http://www.guildford.com/our-policies) apply to the Hotel's contract with you, whether made online, by telephone, in person or via third parties. When you make a booking, your contract will be with the Hotel.

### **Room Prices and Availability**

All room prices quoted are per room per night, and subject to availability and inclusive of VAT. Specified number of occupants permitted depending on room type. Special rates quoted cannot be used in conjunction with any other discount, offer or promotion. Supplements will be applied for single and triple room occupancy and when deluxe, executive, junior suites or suites selected. Unless part of some special promotion or other offer, room prices do not include the price of meals, which must be paid for separately. Please see food and beverage section below. The Hotel reserves the right to make changes to all room prices up until the day of arrival and therefore room prices may vary day to day. You will however be charged the prices listed on the day of booking.

### **Reservations and Payments**

A deposit may be required at the time of booking to reserve your room. If you have any special offer or promotion, then please ensure it is brought to the attention of the Hotel when booking. On arrival at the Hotel, all reservations will require full pre-payment for accommodation with a credit card with pin to cover incidentals and extras during your stay. The balance of your booking is to be settled on your day of leaving. The Hotel reserves the right to decline a reservation/booking at its sole discretion. If booking online, via telephone or in person, upon confirmation by the Hotel that your reservation has been accepted, there is a binding contract and you are bound by these Terms and Conditions, the Booking Terms and Conditions and any other documents referred to herein.

### **Check in and Check out**

Early check in is available from 12pm. Late check out is available up to 2pm. An extra charge will be applied, and both are subject to availability. If you plan to arrive after 7pm, please advise the Hotel on 01483 303030. Failure to notify late arrival may result in your booking being cancelled and in some cases your room being resold, and our Cancellation Terms will apply.

### **Group Bookings**

Additional terms and conditions under Group Bookings apply to booking and/or reservations of 10 rooms or more but are otherwise subject to the standard Accommodation Terms and Conditions.

The Hotel maintains the right to apply additional Group Bookings terms and conditions to room

bookings which, at the discretion of the Hotel, are related room bookings, whether such rooms are booked individually or collectively. A 50% non-refundable deposit is required at the time of booking to reserve a Group Booking. The balance is to be settled 30 days prior to arrival at the Hotel. Full payment can also be made at the time of booking if you so desire.

### **Food and Beverage**

Unless you have received prior written permission from Hotel management, only food and beverage purchased at the Hotel may be consumed within the Hotel premises. Please contact the Hotel with any special dietary requirements in advance of your stay at the Hotel. Meals are available from the Hotel restaurant which includes a fully licensed bar. Restaurant serving times are subject to change from time to time. Information on serving times will be available on your arrival from Hotel management. You may be required to book in advance when attending the restaurant during busy periods or special events. Please ask at reception for further details. A tray charge will apply to all meals taken in your room. Breakfast times may vary at the weekends.

### **Car Parking**

Limited Pay & Display unreserved car parking is available at the Hotel, and subject to availability. Pre-reserved parking may be booked via reception at a rate of £20 per car per night and subject to availability & change of price. When parking on Hotel premises you shall comply with the prevailing rules on its' use and be bound by all display notices and ensure that you operate your vehicle safely and leave your vehicle secure. Guests are reminded not to leave animals in vehicles at any time. Save for assistance dogs the Hotel has a no pet/animal policy applicable to its entire premises. All vehicles (and possessions within them) are left in the Hotel's car park at the owner's risk. The Hotel does not accept any liability for any loss, theft or damage to guests' vehicles or their contents.

### **Food Preparation in Hotel Premises and Damages**

You are not permitted to use cooking equipment of any nature within the rooms of the Hotel or on Hotel premises. Breach may result in an immediate cancellation of your booking and you being immediately asked to leave and with no refund.

You are to report any loss/breakages/damage caused within your room during your stay at the Hotel. The Hotel reserves the right to charge for such where, at the sole discretion of the Hotel, such loss/breakage/damage was caused by your wilful or negligent act.

### **Misuse of Hotel Premises and Contents/Equipment**

The Hotel reserves the right to eject guests who the Hotel assesses in its sole discretion are acting or behaving in an unacceptable way, are disruptive, suspected to be under the influence of drugs (whether legal or illegal) or alcohol, acting in

an illegal, immoral and/or unacceptable manner. There is no entitlement for any refund of any advance payments(s) made. Your full room rate shall apply together with your liability for all extras taken.

### **Smoking Policy**

The hotel is completely smoke free and penalty fees of £250 will be applied if you smoke in the hotel.

### **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 the Hotel shall have no obligation to refund you for loss of accommodation, other services or any other loss or expense incurred.

### **Events and Functions**

The Hotel will on occasion host events of a varied nature. Wherever possible we make every effort to accommodate residential guests in areas of the Hotel where noise is kept at a minimum.

### **Privacy Policy and Data Protection**

Any data obtained about you by the Hotel as part of our operating procedure is treated in the strictest confidence and is subject to the prevailing English data protection laws and regulations. Please refer to our Privacy Policy which sets out how we look after your personal data. If you have visited our website, or made a booking or enquiry via our website, please also refer to our Website Privacy Policy. Both documents are available on our website for you to view or can be sent to you as a paper copy or email PDF on request.

### **Governing Law**

English Law applies to our contract with you, and any dispute arising under these Terms and Conditions shall be the exclusive jurisdiction of the Courts of England and Wales.

### **Hotel Proprietors Act 1956**

Your attention is drawn to the limitations contained in the Hotel Proprietors Act 1956 and displayed in reception at the Hotel in relation to personal possessions of you and your guests.