

## Terms and Conditions for the Randolph Bookings

Please note check in time must be before 22:00 Hrs. Later arrivals may incur a charge equal to the entire guests stay. No check-in can be later than Midnight under any circumstances.

1. Tariffs – The tariffs, which include VAT, are subject to change without notice.

2. Payment – We accept most major credit cards but not American Express.

3. Deposits – A credit card number will be used to guarantee your room along with a £50 deposit per room when confirming your reservation directly with ourselves. No further charges will be applied to this card before arrival unless you are in breach of our cancellation policy (see note 4). Deposits are non-refundable and can only be returned at the sole discretion of the Hotel Manager. Without a deposit or credit card number guarantee, availability of accommodation cannot be guaranteed even if your booking has been confirmed in writing. **For online reservations, payment will be taken in full at time of booking.**

4. Cancellations –

**Bookings made directly with the hotel:** In the event of a cancellation less than 48 hours in advance, the Hotel will charge the entire accommodation booking per room as so reserved. We will NOT refund your stay at all, or allow you to transfer to another date. If you wish to cancel your booking and you do so more than 48 hours notice in advance you will receive a partial refund minus an administration charge of £25. Stays covering a Saturday night are for a minimum of two nights, if reservations are amended to only a Saturday night a charge equal to the entire booked stay will be incurred.

**Bookings made online:** Payment will be taken at time of booking, this payment is non-refundable and non-transferable.

We recommend that guests take out insurance to cover last minute cancellations. Bookings of 2 or more rooms are dealt with as a block booking, these have separate cancellation terms and a 50% non refundable deposit may be required at the time of booking. If a block booking results in a late cancellation (within 2 weeks) and the hotel is unable to re-let the room(s) booked, a charge equal to the rack rate for the room(s) cancelled will be made.

5. Check-in and Check-out – Your room will be available from 2:30pm on the day of arrival. Rooms must be vacated by 11:00AM on the day of departure. Failure to do so may result in a late departure fee being charged.

6. Dining at The Randolph – Dining at The Randolph is on a first come first served basis, should you wish to reserve a table, please inform us at the time of booking as we do not automatically reserve tables for hotel residents.

7. Children – We welcome children at the Hotel, but expect parents to ensure that their children do not spoil the enjoyment of other guests. Children under 16 sharing a room with two full paying adults utilizing a slip bed/sofa bed will be charged £20.00 or a cot at £15.00 per night. This includes breakfast. Please note that slip beds are not suitable for children over 13 years of age. Children occupying their own room pay full rate.

8. Dogs – Dogs are not allowed in the Hotel Restaurant or accommodation, except guide dogs – Dogs are allowed in the Bar Area ONLY

9. Terms – We reserve the right to change or amend these terms and conditions with regards to block bookings and bookings during peak periods.

10. Bookings during Latitude Music Festival are for a minimum of 4 nights. They must be paid in full on booking and are non refundable or non transferable UNDER ANY CIRCUMSTANCES. Please take out holiday insurance to cover you in case of any change in plans. You agree to this as an acceptance of booking.