

TERMS AND CONDITIONS

RESERVATIONS: Bookings will be taken in order of rooms booked on a first come first serve basis. If a room is specifically booked, we reserve the right to alter that room if the need occurs. We reserve the right to decline any booking requests.

DEPOSITS: A deposit of £20 per adult and £10 per child is required at the time of booking and the booking is not secure until the deposit is received. Deposits are non-refundable and non-transferable and holiday insurance is advised to cover lost deposits.

OUTSTANDING BALANCE: The outstanding balance should be settled on arrival. If paying by card, due to bank charges, there is a surcharge of £1 per card used.

CHECKING IN/LEAVING: Check in time is from 2pm although luggage may be left here earlier if you wish. Should you be delayed on your journey and unable to arrive at your intended time, a courtesy call would be appreciated. Rooms must be vacated by 10am on day of departure.

PLEASE NOTE: A valid credit/debit card must be presented when booking in. If an online booking has been made then the card used to secure the booking must be presented when booking in. We reserve the right to deduct monies from this aforementioned card to cover the cost of any damages caused by yourselves to our establishment or furniture within it.

CANCELLATION POLICY: In the event of any late i.e. less than 48 hours, cancellation or curtailment, should the accommodation not be re-let, the person to whom booked will be liable to pay for cost as per reservation, less an allowance for food and service. Deposits are non-refundable, but will be deductible from claim for compensation arising out of cancellation or curtailment of the contract whether booked verbally, online or in writing. We, the proprietors, reserve the right to amend, cancel or terminate any contract/booking should the conduct of any party to that contract/booking cause any detriment to the well-being or comfort or other guests or damage to our establishment. **HOLIDAY INSURANCE IS HIGHLY RECOMMENDED.**

SMOKING: We have a strict No Smoking Policy throughout our establishment and should any persons be found to be smoking, or our cleaners smell smoke in the rooms, a fine of £50 will apply as that room cannot be re-let for a good 24 hours. If cash is not available to pay this fine we reserve the right to either issue a bill or the cost will be deducted from the credit/debit card in which the deposit or room was paid initially.

PERSONAL POSSESSIONS: We, the proprietors, cannot accept responsibility for loss of guests property unless handed in for safe keeping.

BREAKFAST: A full cooked English Breakfast is served at 9.00am each morning of your stay. We try our best to amend our menu for vegetarian/dietary needs.

KEYS: You are issued with 2 keys and a key fob on arrival. If these keys are lost then a charge of £10 will be incurred to cover replacement costs and we reserve the right to deduct this amount from the credit/debit card which was used to make the booking.

By making a reservation, you are agreeing to abide by the Terms & Conditions detailed above of The Sonora Park Hotel, Blackpool.