

Terms & Conditions for Accommodation Booking

The Ilfracombe Carlton Hotel is owned by a partnership of Michael J Rebeiro and Eliot C Seabourn-Wren
VAT Number - 216 583 895

We are members of the Ilfracombe & District Tourist Association.

Thank you for choosing to stay at The Carlton Hotel we are looking forward to welcoming you. By making a booking with us you are entering a legal agreement as set out below. If you would like any clarification please contact us, details at the end of this document.

Your rate (price of accommodation)

The rate includes the following: electricity, linen, cleaning, hot water, heating, service, breakfast, and /or dinner and / or other food and drink as agreed at the time of booking. Sundry expenses, e.g. meals outside of your tariff, dry cleaning, newspapers and phone calls will be charged as used.

Payment for services & accommodation

We accept cash, all major debit cards and credit cards except Diners. Whilst we will accept a cheque as payment of a deposit, we regret that we cannot accept cheques as payment of your final balance.

Pets

With prior arrangement dogs are welcome to stay. Any pet must be supervised by their owner / keeper at all times. We may decline your pet access to public areas from time to time. A small charge (as set out on our website or in correspondence) is made for dogs with the exception of assistance animals.

Children

We welcome children of all ages. We define anyone over the age of 15 as an adult.

Cancellation and insurance

By making a reservation and confirming a booking, our agreement is a legal contract and your deposit is non-refundable. If you are unable to stay at the hotel and your booking cannot be re-let, you are still liable to pay for the booking in full, even if we have not yet received your balance.

If the booking is able to be re-let, you are no longer liable for the balance, or if prepaid we will refund it to you, less a 5% administration fee. This fee will be waived where the booking was made on debit card.

For individual rooms and a maximum two night booking, we do allow rooms to be cancelled at short notice without charge. Rooms may be held against card details and cancelled before 12:00 noon 2 days prior to arrival date. We will charge a minimum of the first night for any rooms cancelled after this time.

Please note that your deposit is not refundable under any circumstances. We would recommend that you take out cancellation insurance to cover this cost.

Our normal deposit for an accommodation booking is the cost of the first night in full.

If your booking relates to an Event only, failure of some of the party to arrive will not reduce your liability to pay for the meals / refreshments booked. You are able to amend the agreed numbers up to 24 hours before arrival.

Non-availability of accommodation

We would only cancel your holiday if your accommodation was unavailable for reasons beyond our control. We would however attempt to offer you alternative accommodation. If this was not possible, or unacceptable to you, then we would refund all monies paid by you for the holiday. Our liability would not extend beyond this refund.

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Arrival

Your room(s) will be available to you from 3:00 pm on the day of arrival, unless an alternative earlier time has been agreed in writing between us. We may not be able to accommodate you if you arrive earlier than the agreed time as we will be busy preparing your room after previous guests have departed.

Late arrival

Please ensure you contact us no later than 8:00 pm on your first day, to let us know if you will be arriving late. Failure to notify us may result in the room being re-let or the full cost of the room being charged to your credit or debit card.

Please note that dinner is served from 7:00 pm to 9:00 pm. Any guests booked for dinner will be charged for a table d'hote meal should they fail to arrive before the kitchen closes. This charge can be avoided by giving us notice of late arrival prior to 5:00 pm on the arrival day.

Departure day

Your room(s) must be vacated by 11:00 am on the day of departure, unless otherwise agreed. We will provide you with an invoice, payable on departure for any additional services you may have used during your stay.

Damages and breakages

Please take care when staying in our property. You are responsible and liable for any breakages or damages, which you cause, This applies to your bedroom, its contents, public areas and any area / property of the hotel. Kindly report any incidents as they occur. We do not normally charge for minor breakages, but we may send you an invoice for repair or making good if the damage or breakage is significant, and we may make an additional charge of £20 if you did not report this.

Smoking

Guests are not permitted to smoke in the hotel. Should you insist on smoking in a bedroom, or any interior space at the hotel, we reserve the right to charge a one off cleaning fee at the minimum rate £150.00 and also a fee equivalent to the maximum lost revenue whilst any room so damaged is unavailable whilst being cleaned.

Liability

We regret that we do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

Lost property

We cannot accept responsibility for any items left in the hotel. We will retain any property found after departure for three months, after which any remaining property will be disposed of. We will attempt to contact you at the phone number supplied on the registration document when items of high value are located. Your lost property will be returned at your expense when claimed.

Privacy policy

Any data collected during the course of this booking will be stored on our computer(s). With your permission we may from time to time contact you about promotions and offers. We will not share your details with any third party.

Variation to terms & conditions

Any variation to the above terms and conditions are only applicable when confirmed by us in writing.

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You can contact us in various ways.

Post - The Carlton Hotel, Runnacleave Road, Ilfracombe, Devon EX34 8AR

Phone - +44 (0) 1271 862446 Fax. +44 (0) 1271 865379

Email - enquiries@ilfracombecarlton.co.uk

Facebook - [tuidqyu](#)

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