



ROYAL CHACE

HOTEL

Terms and Conditions – Royal Chace Hotel

Payment

The Royal Chace Hotel accepts payment by credit/debit card (VISA, MasterCard, American Express). The hotel will accept cheque payments if made two weeks prior to arrival. We don't accept Cash upon check-in. Please be advised that a pre-authorisation of £50.00 per room per night on a credit/debit card is also required at time of arrival along with proof of identification. Acceptable forms of ID are: current driving licence, ID card or passport.

Online non-refundable bookings- at the time of booking the full amount is deducted from the client's credit/debit card. This booking is non-amendable or refundable.

Direct and online Best Available Rate - Booking is reserved with a credit/debit card. Payment is made on arrival.

All direct booking must be guaranteed with a credit/debit card or pre-paid for in full.

Upon arrival, the hotel reserves the right to request a pre-authorisation of the client's credit/debit card of £50 per room per night to cover any incidentals if the room has been paid for in advance or by a company/travel agent. If any outstanding balances are left un-paid by the client, the hotel also reserves the right to charge the credit/debit card which was pre-authorised.

Room Prices

Room prices are per room per night and are inclusive of VAT.

Breakfast can be added at the time of booking.

The Royal Chace Hotel reserves the right to review its room prices from time to time. You will pay the room price as quoted at the point of room reservation. Note that quoted room prices may change up to the date of arrival.

The hotel may charge a supplement during key events and periods of high demand.

Taxes

All prices include value added tax (VAT) at the rate applicable at the time of your stay.

Availability

All rooms and rates offered by the hotel are subject to availability and the discretion of the hotel manager. Limited numbers of suitable rooms may be allocated to individual rates, packages or promotions, when these allocations are taken up any remaining rooms may be offered to the client at a higher price.

Arrival and departure

Bedrooms are available from 2pm local time on the day of arrival.

Please advise the hotel if you are likely to arrive after 11pm

Your room must be vacated by 11am on the day of departure. Failure to leave your room by this time will result in a late check out charge.

Additional Requests

All additional requests or special requests are subject to availability and we cannot guarantee the provision for special requests. Any additional requests made should be prior to your arrival at the hotel, giving reasonable advance notice.

Cancellations, amendments and non-arrivals

Cancellations of a room reservation must be made before 4pm on the day of arrival unless stated otherwise on your booking terms and conditions.

If you cancel a room reservation before 4pm on the day of arrival no charge will apply. If the room has been pre-paid in advance, a full refund will be processed through the same payment method as received. (Excluding non-refundable online bookings)

If you cancel a room reservation after 4pm on the day of arrival and have not yet paid for the room in advance you will be charged for one night's accommodation per room booked. The customer will be issued with a receipt of this charge.

The payment is usually processed before 12 noon the following day.

A cancellation reference will be given and must be retained as proof of cancellation

Bookings made after 4pm on the day of arrival are non-cancellable, and are subject to the standard cancellation terms.

Online, non-refundable bookings can not be cancelled or amended and will not be refunded.

If you decide to shorten your stay you must inform the hotel before midday one day before you wish to depart, otherwise you will be charged the cost of the night's accommodation.

Any amendments to a booking which has not yet arrived must be made before 4pm on the day of arrival.

In the event of a non-arrival where no advance payment has been made you will be charged one night's accommodation per room booked.

Group Reservations

A Group of ten rooms or more is considered a group booking within the Royal Chace Hotel. A Group reservation would be Contracted and Payment Terms and Cancellation Policies would be treated individually.

Expectations of your group

The organiser is responsible for any damage caused to the allocated rooms or the furnishing of the hotel. If any act, default or neglect by the guests or organisers result in damage or complaints from other guests, the customer will be liable to pay the hotel on demand the amount required to make good or remedy such damage.

In the event of wilful or negligent interruption to the business or other customers, the hotel will charge the amount of any loss to the customer and terminate the contract. The hotel will not be liable for any refund or compensation in such circumstances.

Liability

The Royal Chace Hotel does not accept liability for any failure to provide services contracted due to circumstances beyond our control these include (but not limited to) industrial action, postal communications, plant failure, supply of gas, electricity and water or fire alarm evacuation.

Guests' liability for their account is not waived and guests agree to be held personally liable in the event that any indicated person, group, company or association fails to pay all or part of any charges incurred.

Our Liability to You

We accept liability for, and totally restricted to, services booked via the Royal Chace Hotel website in accordance with the booking terms and conditions current at the time of booking. We cannot accept any other form of liability.

Damage to hotel property

Guests are responsible and liable for any breakages or damages which they cause and should be reported immediately. Although minor damages may not be charged, we may charge for significant damage or breakages. We reserve the right to charge guests the cost of rectifying damage, caused by the deliberate, negligent or reckless act of the guest to the hotel's property or structure. Should this damage come to light after the guest has departed, we reserve the right to make a charge to the guest's credit / debit card, or send an invoice for the amount to the registered address. We will however make every effort to rectify any damage internally prior to contracting specialists to make the repairs.

Removal of hotel property

We reserve the right to charge guests the cost of replacing any items that are removed from the premises by them without consent. The charge will be the full replacement amount of the missing item, including any carriage charges. Should the fact that the item is missing come to light after the guest has departed, we reserve the right to make a charge to the guest's credit / debit card, or send an invoice for the amount to the registered address.

Tampering with fire detection systems and fire fighting equipment

We reserve the right to take action against any guest found to have tampered / interfered with any fire detection equipment throughout the hotel, including detector heads in public areas and bedrooms, break glass points and fire extinguishers. Guests found to have tampered with any fire detection or fire fighting equipment will be charged with any costs incurred by the hotel due to their actions and additionally may be asked to leave the hotel. Depending on the severity of the guest actions, the Police may become involved at the hotel's discretion. Should the fact that fire fighting or detection equipment had been tampered with come to light after the guest has departed, we reserve the right to make a charge to the guest's credit / debit card, or send an invoice for the amount to the registered address.

Inappropriate behaviour

It is the hotel's policy that all our guests have the right to be treated with dignity and respect and as a responsible host we believe that we have a duty to our guests to protect them from inappropriate behaviour. Should any actions by a guest be deemed inappropriate by the Duty Manager, or if any

inappropriate behaviour is brought to the attention of the Duty Manager, the hotel reserves the right, after any allegations have been investigated, to take action against the guest. Depending on the severity of the guest actions, the Police may become involved at the hotel's discretion, or guests may be asked to leave the hotel.

Lost / Damaged property

Royal Chace Hotel is not liable for any lost or damaged property of guests. If we find any lost property, we will make every reasonable effort to locate the owner and return it, but if we cannot locate the owner and an item is not reclaimed with 3 months of the guest's departure it will be disposed of by the hotel.

Complaints

If you are dissatisfied with any aspect of your stay you should bring the problem or issue to the attention of the Duty Manager at the hotel as soon as possible so that all reasonable efforts can be made to rectify the situation. If for any reason the issue cannot be resolved to your satisfaction and you wish to make a complaint, you should put this in writing and send it to: The General Manager, Royal Chace Hotel, 162 The Ridgeway, Enfield, EN2 8AR.

Smoking Policy

The hotel operates 100% non-smoking policy throughout. Smoking in the bedroom will result in a £100 fine.

Medical Conditions

If you or any member of your party has a medical problem or disability which may affect your stay, please either call reservation or email reservations: reservations@royalchacehotel.co.uk to advise us so that we can make provision for the particular needs of the person(s) concerned, or advise you if we are unable to make such provision. If details are not provided to us at the time of booking, the hotel reserves the right to cancel the booking should it be unable to make appropriate provision for a specific need or needs.

Disability

The hotel is fully accessible for wheelchair users. Although the hotel has no lift anything on the 1st or 2nd floor can be accommodated for on the ground floor.

The hotel has two bedrooms with disabled access.

The hotel operates PEEP (Personal Emergency Evacuation Procedure)

Insurance

It is your responsibility to ensure that any insurance cover you have provides adequate cover for your needs and for the duration of your stay.

Car Parking

The Royal Chace Hotel has a complimentary Car Parking.

The hotel does not accept responsibility for damage to, theft from, or for theft of vehicles parked on hotel premises.

Pets

With the exception of assistance dogs, no pets are allowed in the hotel

Children

Children aged 16 to 17 may have their own room but with parental supervision on site.
18 years and above may be in a hotel room without parental supervision on site.

Family Rooms

The hotel has small number of family rooms available. The maximum occupancy is two adults and three children (under 16 years). However, it is always best to contact the hotel directly to discuss the layout of the room and see if this is suitable for your family. We strongly advise guests requiring family rooms book as early as possible to avoid disappointment.

Website Piracy

We do not send unsolicited email communications and we do not sell, exchange or trade email addresses to or with third parties.

Reservations: in order to guarantee your reservation, you will need to provide us with specific personal details relating to that reservation. Your details will be used only for the purpose of handling that reservation and will be provided to the hotel for that specific purpose.

When making a reservation, you will be transferred to a secure (SSL) server in order to provide credit/debit card information. When you are transferred to this secure server you will see a padlock icon at the bottom of your browser window and the URL of the page you are viewing will begin with "https". Any information you provide while you are within this secure environment is encrypted and can not be read by a third party.

When you make a reservation, we will use your email address for the purpose of fulfilling that reservation. This will include sending you an email to confirm your reservation and may include additional communication should we need to contact you regarding specific requirements or a cancellation.

Third Party Websites

The Royal Chace Hotel cannot be held responsible for the accuracy, content, or availability of information about our hotel that may be found on third party websites. Neither are we responsible for the content or privacy policies of any third-party websites that have a link to or from the Royal Chace Hotel website.

Attempts to interfere with the operation of our website, by whatever means, or any attempt to place an unreasonable or disproportionate load on our website or server infrastructure is prohibited.

In the event of our website failing to operate, either in whole or part, due to infections by computer viruses, bugs, tampering, unauthorised intervention, fraud, technical failures or any other causes beyond reasonable control, we reserve the right in our sole and absolute discretion to prohibit usage of our site and to cancel, terminate, modify or suspend the site.

Copyright

All copyright and other intellectual property rights in all text, images, sounds and other materials on this site is the property of the Royal Chace Hotel. No reproduction of any part of this site may be sold or distributed for commercial gain or modified or incorporated into any other work, publication or site.

All names, logos, trademarks, service marks, trade dress and trade names are proprietary to The Royal Chace Hotel and may not be used by anyone for any purpose without our prior express written consent. Framing or utilized framing techniques of the above or other proprietary information is also prohibited without written consent. We consider our trademarks to be valuable assets, and take infringement of them seriously.

It is illegal to use spy wares, robot, spider or other automatic device, or manual process o track or copy the site or the contents or information without our prior express written consent, apart from the recognised major search engines such as Google & Yahoo, MSN. The use of any such, material from the Royal Chace Hotel website or any other web, internet, extranet or other site or computer environment is strictly prohibited.

Information on our site is intended for your reference only. If you have any specific queries you should contact the Royal Chace Hotel direct.

The Royal Chace Hotel nor any party involved in creating, producing or delivering this site shall be liable for any damages arising out of any access to, use of, or inability to use this site.

Copyright © 2012 Royal Chace Hotel. All rights reserved.

Updated 19th January 2017.