

# Terms and Conditions

The following are our terms and conditions to which all accommodation bookings are subject. Proceeding with your booking implies an acceptance of these terms and conditions.

In these terms and conditions, the expression 'the hotel' refers to The Swan at Streatley, Streatley on Thames, Berkshire, RG8 9HR as specified in the client's confirmation and the expression 'the client' refers to any person, firm or company booking the hotel.

## RATES

- 1.1 The rates quoted are only available for the duration of this booking and are based on the number of room nights anticipated at the time of negotiations.
- 1.2 Rates shown are per room per night and are fully inclusive of VAT at the prevailing rate.

## BOOKINGS

- 2.1 All bookings are subject to availability and made via the booking process detailed in this agreement.
- 2.2 Rooms are normally available from 3pm and guests are required to vacate their rooms by 11am on the day of departure.
- 2.3 All bookings are guaranteed for late arrival and will be held until 3am the following day.

## CANCELLATIONS

- 3.1 All cancellation terms for accommodation are specified in the Cancellation Policy.
- 3.2 Cancellations must be made in writing to the hotel. Charges may apply.

## PAYMENT & PRE-AUTHORISATION

- 4.1 The client agrees to pay the hotel charges for any extra goods or services provided at the request of the client.
- 4.2 The hotel reserves the right to charge your cards for all charges outstanding or incurred during your stay.
- 4.3 Payment by cash and major credit cards are recognised by the hotel.
- 4.4 Full payment (or a pre-authorisation if it is a prepaid booking) is required on check-in.
- 4.5 Payment will be requested in pounds sterling.
- 4.6 Credit facilities with the hotel are available to corporate accounts.
- 4.7 Our prepaid rate is non-refundable or transferable.
- 4.8 The hotel reserves the right to charge cancellation/non-arrival/early departure fees to the card provided as guarantee.

## ACCOMMODATION

- 5.1 The hotel reserves the right to substitute the accommodation booked to a hotel of the same or higher standard, in the unlikely event of not being able to accommodate the reservation.

## LIABILITIES

- 6.1 Other than for death or personal injury caused by the negligence of the hotel, its managers or staff, the hotel, its managers and staff will not be liable for any loss, damage or expense to any person or thing, however caused.
- 6.2 The client is responsible for any damage caused to the allocated room(s), furnishings, utensils and equipment in them by any act, default or neglect of the client or guests and shall pay to the hotel on demand the amount required to make good or remedy any such damage

## GENERAL

- 7.1 The hotel's brand, telephone number and logo must not be used in any advertising or publicity.
- 7.2 All guests must comply with the House Rules, as stated below.

## HOUSE RULES

- 8.1 All rooms are non-smoking. To avoid a £100 charge, use the outside smoking area(s).
- 8.2 Late check-out is subject to availability and will result a £25 fee.
- 8.3 No take-away food or cooking equipment is allowed in the bedrooms.
- 8.4 No noisy activities (indoor & outdoor) are allowed after 11pm.