



# THE DOLPHIN

HOTEL | BEER

## Terms and Conditions

**This Policy was updated in May 2021**

### **Reservations**

1. At the time of making a room reservation we require the first nights' accommodation to secure your booking, which is non-refundable & non-transferable. We advise all our guests to take out holiday insurance. Any amendments to the room i.e. Number of guests, dogs etc are to be made at least 7 days before arrival.
2. Check-in time is from 2pm.
3. The full balance for the duration of your stay is to be paid on or before arrival.
4. Check-out - Rooms are to be vacated by 10:30am, charges may apply for non-compliance.
5. We do have limited onsite parking but cannot guarantee spaces for our guests. In the event that you cannot park at the hotel there is a pay and display car park situated just behind the hotel, this is to be paid by the guest, the hotel does not reimburse for this.
6. Due to the location of our rooms (which are above the Function Room and Lounge Bars), some may be subject to noise, we will make guests aware of this at the time of booking if there is an event taking place.
7. Guests are not to disrupt the comfort or enjoyment of other guests, the smooth running of the hotel or cause offence to other guests or members of staff. We reserve the right to refuse accommodation or services and/or remove you and members of your party from the hotel if we consider this condition to have been broken. Where this is the case, we are under no obligation to refund you for lost accommodation, or any other expenses incurred.
8. In line with government legislation, The Dolphin Hotel is a non-smoking establishment. It is an offence to smoke anywhere in this building, if caught or found smoking you may incur charges and you will be asked to vacate the building immediately.
9. Only food and beverages purchased from the hotel may be consumed on the premises.
10. We reserve the right to charge you for any damage incurred to the room or hotel during your stay.

### **Events**

1. We require a £100 non-refundable deposit at the time of booking to secure the function room on the date of your event.
2. The final number of guests and menu choices, including any pre-orders, must be confirmed at least 7 days in advance of your event.
3. The remaining balance of your function is to be paid 7 days in advance of your event and any other costs incurred are to be settled up on the day. We reserve the right to cancel your event if payments are not made in time.
4. In the instance that guests are unable to attend your event, no refund will be offered unless at least 1 weeks' notice has been given.
5. No wines, spirits, food or beverages may be brought into the hotel by or on behalf of the client, or any guest for consumption on the premises.
6. Force Majeure - The Dolphin Hotel Ltd accepts no liability and will not pay any compensation where the performance of its obligations is prevented or affected directly or indirectly by or as a result of force majeure or any circumstances beyond its reasonable control including but not limited to flood, earthquakes, extreme adverse weather conditions, natural disasters, other acts of God, acts of terrorism, fire or failure of electric power, gas, water or other utility service, plant machinery, vehicles, computers or collapse of building structures.
7. We advise you to take your own insurance out to cover your event.
8. The client is responsible for any damages caused during the event by either the client or any of the client's guest.