

Terms and conditions for your booking with us

The Carlton Hotel is owned by a partnership of Michael J Rebeiro and Eliot C Seabourn-Wren.

Our VAT number is 216 583 895. We are members of Ilfracombe and District Tourist Association.

Definitions

Booking – means your making of a reservation to rent bedroom(s), purchase meal(s), catering or hire event facilities and/or services.

Services – means accommodation, meals, events, catering or anything we provide to you.

Tariff – is price you will pay us. This may be quoted on any or more of the following basis: nightly, daily, delegate, person, room, stay, package.

Inclusions – any detail of services that are provided as part of the tariff you are paying.

Accommodation – means bedroom rented, event spaces hired or similar.

Visitor – a person who is a guest at the business who is either staying overnight or is dining or using our event / meeting services.

Infant – a child aged 0 – 3 years of age inclusive

Child – a person aged 4 – 14 years of age inclusive

Group – a booking of accommodation that requires six rooms or more on any one concurrent stay or for multiple stays on different dates

OTA – online travel agent who you have booked through.

Thank you

Thank you for booking The Carlton Hotel, we look forward to welcoming you to North Devon. By making your booking with us you have entered into a legal agreement with us, as set out below. Please don't hesitate to contact us if you require any clarification. Contact details are at the end of this document.

The tariff

This is the price we quote and you accept to pay. It will be made to you, by us, in writing or digitally or electronically. If you book accommodation the tariff will include breakfast, linen, water, electricity, cleaning. Depending on the tariff other inclusions could be dinner, lunch and / or afternoon tea. Inclusions are detailed on your confirmation.

If you book catering, dining, meal, event and / or meeting services your inclusions will be detailed on our written confirmation to you. Once booked inclusions are non-negotiable or non-refundable.

Any sundry expenses, e.g. meals outside of your tariff, dry cleaning, newspapers, phone calls and other incidentals will be charged as used.

Booking guarantee

To guarantee your booking we normally ask for the details of your card (debit or credit). This information is stored in an encrypted form and will only be used for charges should you fail to arrive at the booked date. We comply with data protection practices.

Deposit

For certain bookings we require a deposit to be paid at the time of reservation. This will be detailed on our quotation or at the time. Our normal deposit for an accommodation booking is the cost of the first night in full. Failure to make a timely deposit payment will revoke and cancel your booking. We will usually contact you before taking this action. Deposits are non-refundable. Deposit payments may be made by card, cheque, cash or bank transfer.

Pre-payment

Prepayment either in part or in full will sometimes be required. Typically, this is where a group of rooms is being reserved and/or offered at a discounted rate. This will be detailed on our quote or at time of booking. This is treated as a full or part deposit payment. Deposits are non-refundable.

Advance Purchase

This type of reservation is available through OTA's, our own website or calling the hotel direct. Special terms and conditions apply. Principally due to the preferential rate offered we offer nil flexibility once an original date has been booked and no refund for this type of purchase.

Covid-19 Additional Measures

We ask that you socially distance from other guests please, especially relevant with children.

Be rigorous in following social distancing when out in public.

If you show any signs of having the virus then you must immediately go and get tested by contacting

<https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/get-an-antigen-test-to-check-if-you-have-coronavirus/>

The result must be shown to us. If positive, you will need to leave if any Member of your party can drive you. Please follow our guidance in exiting the hotel.

If that is not possible and you have to self-isolate in your room, then you will be responsible for any additional costs to your stay. For example, up to an additional 14 days quarantine expenses, room and catering, and for any other costs that The Carlton may incur resulting from your suspected or actual result.

We will need you to provide, names, telephone numbers and email addresses of everyone in your room booking, so that we can pass this onto the NHS if it is required. This information will not be used for any other purpose.

We strongly advise that you take travel insurance out for your whole planned stay with us.

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Payment methods

We accept bank transfers, 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.

No show / cancelling short notice

By making a reservation and confirming a booking, our agreement is a legal contract. 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 may be waived where the booking was made on debit card.

Non deposited reservations, usually for individual bookings and a maximum two-night booking, may 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. If you don't arrive (no show) we will charge for the full stay.

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

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 72 hours prior to the event date.

Pets

With prior arrangement most pets 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 regret that unaccompanied children aren't permitted to stay at the hotel. We may make charges for children. This will depend on their age, type of accommodation, type of event as set out in our quotation to you.

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 6:30 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.

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](#)

Twitter - [@CarltonIfy](#)

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