



## Hotel Guest Policy

On making reservations or checking into the hotel as a guest of the Palm Hotel you hereby agree and adhere the following.

### **Payment Terms**

No guest may accommodate in the hotel without prior authorisation of guaranteed payment. All third party payments must fill out and sign our third party payment agreement form.

Pre authorisation may be made on the credit card to satisfy the hotel in terms of guaranteed payment.

Failure to vacate the hotel on the agreed departure date will result in the hotel charging your credit card at 11.30am unless otherwise agreed with the hotel management.

Cancelation Policy – For Individual Rooms our cancelation policy is 24 hours before arrival to avoid any charges. For group bookings classed as 7 rooms or more our cancelation policy is 7 days to avoid any charges, within this period the hotel has full authorisation to charge 1 room night rate per room for all the booked rooms within the group.

### **Damage to property**

In the circumstances of hotel property being damaged, the hotel reserves the right to charge the guest for the full cost.

### **Smoking Policy**

The hotel operates a full no smoking policy throughout the hotel. If evidence of smoking is found in our bedrooms a charge of £150 applies to bring the room back to a fresh and clean condition.

### **Visitors**

Guests are welcome to have guests visiting them at the Hotel, It is required that they are announced at reception on arrival. Visiting guests are not permitted to stay over unless cleared with the hotel management. Failure to adhere will result in a supplement charge being made.

### **Refurbishment**

From November 2009 the Palm Hotel will undergo a full series of development programme this will include addition bedrooms and ongoing improvements to the hotel. This will have an effect on the outside appearance of the hotel.