

Booking Terms and Conditions

1. Bookings can be requested online at www.fines-bayliwick.com or by phone on 01344 860126 and can be made by persons aged 18 years or older.
2. All bookings must be guaranteed or paid for by a credit or debit card, please note a surcharge of 5% apply on American Express & all Corporate credit cards.
3. **Check-in is from 14:00 to 23:00hrs and check-out before 11:00hrs.** In the event, a late check-in is required (after 23:00) then you must notify us at the time of making reservation. Fines Bayliwick hotel have a late check-in process, please contact reservation for details.
4. A notice period of 24-hours, before 12:00 noon (i.e. 1-day before the 1st day of stay) is required for **room** cancellation by sending us a fax, email or calling 01344 860126. Cancelling later than 24-hours or **No Show** will incur a full charge for entire booking. For a group booking, 5-days notice period is required for cancellation, full payment will be made at check-in, so refunds won't be given for the remaining nights of reservation.
5. A notice period of 48-hours, before 12:00 noon (i.e. 2-days before the 1st day of stay) is required for **Conference room** cancellation by sending us a fax, email or calling 01344 860126. Cancelling later than 48 hours or **No Show** will incur a full charge for entire booking.
6. In the event your booking is wait listed, our staff will attempt to locate suitable alternative local accommodation at no extra charge. Where this is not possible or alternative accommodation is not required, we will cancel the booking. Where the room has been paid for in advance, we will refund the sum paid for the room to the credit/debit card used for payment.
7. If leaving early from a multi-night stay, please notify reception or a duty manager before 24-hours on day of departure. Full payment will be made at check in, so refunds won't be given for the remaining nights of reservation.
8. If the first night of a multi-night stay booked on any rate is missed (you need to check in by 11-pm) that night will be charged for and rest of the reservation may be cancelled. The room will be re-sold and the whole booking forfeited. No refund will be provided.
9. Due to legal regulations, we regret that **Smoking is not allowed** in any public areas and bedrooms. Designated smoking areas are located outside the hotel.
10. In the event of malicious, wilful or negligent room or other property damage, Fines Bayliwick will charge the amount of any loss sustained by Fines Bayliwick, including business interruption losses to the credit/debit card of the registered customer. Where payment by the customer was made by means other than credit/debit card, *Fines Bayliwick* will pursue the matter through the civil courts.

Fines Bayliwick Ltd reserves the right to periodically review its room prices. Any increased price will be advised at time of booking. For details of our room prices, please check our web site www.fines-bayliwick.com or call +44(0) 1344 - 860126

Registered in England No: 5879635, Registered Office: Fines Bayliwick House, London Road, Binfield, RG42 4AB