

# BOOKING TERMS & ACCESSIBILITY STATEMENT



## BEST RATE GUARANTEE/DIRECT BOOKINGS

To ensure that you are always getting the best deal, Mode Hotel guarantees that the room rates on [www.modehotel.co.uk](http://www.modehotel.co.uk) are the lowest publicly available on the Internet. Within 24 hours of making a booking at our lowest room rate on this web site, if you do find a publicly available room rate on another web site that is lower than your booking, Mode Hotel will honour that lower rate, plus give you a further 10% discount off the lower rate. Terms and conditions apply.

## CANCELLATIONS AND AMENDMENTS

All cancellations must be made in accordance with Mode hotel's cancellation terms and/or rate or package booked.

## CANCELLATION POLICY

Room Only & Special Offer / Saver Rates

Please note that this booking must be paid in full in advance of your stay. Once booked it cannot be refunded. You will be charged for the full value of the stay if you decide to cancel this booking once it has been made. Modifying your reservation may incur additional charges. We recommend you take out travel insurance.

## FLEXIBLE RATES

Credit/Debit Card Details are required to secure your reservation, no payment will be processed from your credit/debit card, unless in the event of non-arrival or cancellation. The card is subject to preauthorisation up to 7 days prior to arrival for the full amount of the 1st night stay. To cancel or modify your booking please do so by 2 pm one day before arrival to avoid cancellation charges. Non arrivals and cancellations received after 2 pm one day before arrival will be charged one nights accommodation in full, this amount will automatically be debited from your credit card without prior notice, We also reserve the right to charge the full cost of the reservation should Mode Hotel Ltd not be able to resell the room for the full duration of the stay.

## CHECK-IN AND CHECK-OUT

You may check-in from 2pm on the scheduled date of arrival. If you wish to check-in earlier, you can do so by purchasing a early check-in (£15.00).

Check-out time is 10.30am on the scheduled date of departure. If you wish to check-out later then you can do so by purchasing a late check-out (£15.00).

These services are subject to availability and must be booked directly with the hotel.

## LATE CHECK IN/ARRIVAL AFTER 6PM AND 10PM.

If you intend to arrive at the hotel after 6 pm you must notify us that you will be a late arrival. If you have not checked in by 6 pm and you have not notified us that you will be a late arrival we will determine you to be a no-show and release your room for resale, a no show fee may be charged. If you intend to check in or arrive after 10pm please advise us in advance so that we can make arrangements to inform you of special arrival information.

## CHILDREN AND EXTRA BED POLICY

Children are welcome at the hotel. Children under 2 years old stay free of charge, children under 4 years old stay free of charge when using existing beds. Children over 4 years old can be accommodated in an extra Z-bed for a £10 surcharge per child per each night. This option is only available in Superior Sea view Family rooms. The requirement of an extra cot or extra Z-bed is upon request and needs to be confirmed by the hotel.

Children aged 16 years and over will be charged a full adult price.

## ACCESSIBILITY STATEMENT

Mode Hotel endeavours to offer the same high quality service and facilities to all guests. All rooms are accessible by lift. All rooms have showers, however these are not wheelchair accessible. We have two ground floor rooms available, Guides dogs are welcome. The main entrance has a small step. We have a car park that has 1 disability car park space which is available on a first come first use basis, it is the close space to the hotel main door entrance. Please check with the reservation team if you have any special requirements. We will do our best to accommodate them.

## PETS

We cannot accept any pets in the hotel other than guide / assistance dogs.

## SMOKING

The hotel is a non-smoking establishment (including balconies). If you choose to smoke in the hotel we will be forced to apply a charge of up to £250 to cover the cost of deep cleaning.

## PERSONAL DATA

Mode Hotel Ltd may use and hold your personal data for its own marketing purposes to inform you of special offers in the future. and as required by law Should you have any concerns about the personal data held by Mode Hotel Ltd at any time, please do not hesitate to contact us.

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