

RESERVATION, GUARANTEE AND CANCELLATION POLICY



BEST RATE GUARANTEE/DIRECT BOOKINGS

To ensure that you are always getting the best deal, Mode Apartments St Annes guarantees that the room rates on 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 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's cancellation terms and/or rate or package booked.

CANCELLATION POLICY

Special Offer / Saver Rates

Please note that this booking type 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 Apartments St Annes not be able to resell the accommodation for the full duration of the stay.

CHECK-IN AND CHECK-OUT

You may check-in from 3pm on the scheduled date of arrival.

Check-out time is 10.30am on the scheduled date of departure.

ACCESS STATEMENT

Mode Apartments St Annes endeavours to offer the same high quality service and facilities to all guests. All Rooms are only accessible by stairs. The property does not have a lift.

All rooms have showers, however these are not wheelchair accessible. 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.

CLEANING

On stays for 7 nights or more, the apartments will be serviced on day 3 and on same basis every week. Any additional service to be charged at £50 and at least 24 hours notice is required. Service includes full cleaning of the apartment, including change of bed linen and towels.

SMOKING

Mode Apartments St Annes is a non-smoking establishment. If you choose to smoke in the property, we will be forced to apply a charge of up to £250 to cover the cost of deep cleaning.

PERSONAL DATA

Mode Apartments St Annes 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 Apartments St Annes at any time, please do not hesitate to contact us.