

## **TERMS & CONDITIONS**

### **BOOKINGS**

All bookings will be confirmed in writing, usually via email. A deposit will be taken either at the time of booking, if applicable or 8 days before your stay. Without a deposit we can not secure or hold the dates, fees or rooms requested. A deposit will equate to 50 % of your total booking fee. The balance will be taken 7 days before your arrival.

To secure a booking we will require major credit or debit cards, the card holder's name, address and telephone number.

Please note for the following cases, the full amount of your stay will be charged at the time of booking:

**Booking requests made through the Conference Delegate Bureau.**

**Booking requests made through the LateRooms.**

**Booking requests made through booking.com**

**Any reservations made on any Advance Purchase Special Offers.**

**All prices include VAT at the prevailing rate..**

### **BOOK DIRECT FOR COMPETITIVE PRICING**

We currently offer lower rates on our website, which you are welcome to explore. You will need to cancel your booking with your nominated agent direct, within the cancellation period required and re-book directly with us. For further information visit our website at [www.nineteenbrighton.com](http://www.nineteenbrighton.com)

### **CONTACTLESS CHECK- IN**

In light of the ongoing situation relating to Covid-19, we are now operating a contactless check-in service and you are welcome to check-in from 2pm. We will text you upon your arrival with a link to our digital guidebook which has full instructions on how to access the property and your room. We ask that you read all the details of the digital guidebook carefully upon arrival. If you did not provide a mobile number at the point of booking, please contact us as soon as possible so that we can update your details.

Please note that check in closes at 9pm. Later check in is possible, but we require at least 24 hours notice.

**Whenever you plan to arrive, we simply ask for you to provide a one hour slot (between 2pm - 9pm) so that we can stagger check-ins for social distancing purposes.**

Please note that upon completion of booking through us direct, you accept the terms and conditions of our House Rules and Damages Policy. A copy can be sent upon request. In the event of damages caused to the property, including accidental, we will debit the payment card provided up to £500 to cover repairs. This includes red wine spillages.

We have a strict **NO Smoking Policy**, this includes vaping. Smoking is NOT allowed anywhere in the building. Smoking in guest rooms will lead to the room becoming unusable for a period of time, therefore a charge of £100 will be levied to cover cleaning.

### **CHECK -OUT**

You can check out anytime up to midday on the day of departure.

### **ROOMS**

We do not allocate rooms this is selected by you, at the time of your booking. All the information on our rooms, facilities and location is available through our website and reservation partners.

## **OCCUPANCY**

We currently have a single and double occupancy rate. All rooms cater for 2 guests maximum and those staying must be named on the reservation form. This is to ensure we are fully compliant with our Fire & Health and Safety regulations. Any guest who has paid for a single occupancy rate but wishes to have another guest stay, **will need to seek consent** from us, in advance and will be charged an additional £30 per night.

We have the right to charge a sum up to the value of £75, if we become alerted to an **un-authorised** guest stay.

## **PARKING**

Similar to most small hotels and guest houses in central Brighton, we do not have on-site private parking facilities. We highly recommend guests to book parking ahead of their arrival via one of the following parking apps / websites:

[NCP Brighton](#)

[Parkopedia](#)

[JustPark.com](#)

You will be able to pre-book a spot in the area, close to the hotel for the duration of your stay. Please note that parking restrictions are in place across Brighton, Monday - Sunday, 9am - 8pm.

**Alternatively, guest parking permits** are also available. Please contact us via email, SMS or Whats App at least 48 hours before your arrival, so these can be pre-ordered for you. Permits are £15 per day and parking is available in resident/permit holders bays close to the hotel. **Please note:** If permits are not ordered in advance, guest may have to use alternative parking as above.

## **PETS**

Unfortunately we do not have facilities for accommodating pets.

## **CHILDREN**

We are an adult only hotel, however we can accept children accompanied by a guardian, parent or adult, from the age of 12 years, if staying in the same room. Please let us know at the time of booking, so this can be accommodated.

## **WIFI**

Wi-fi is available throughout the hotel and is free of charge. Wi-fi code will be given on the day of your arrival.

## **GROUP BOOKINGS**

We do not cater for Hen or Stag parties. Group bookings are available on request.

## **BREAKFAST**

We can offer a lovely breakfast with our fabulous partner cafe Red Roaster, at an additional cost. For further details please contact us directly or see updates on our website.

## **CANCELLATIONS**

If you have to cancel your reservation once confirmed, then charges will apply as follows:

1. If you cancel a booking within in a 7 day window, you will be charged the full value of your booking.
2. If a deposit has been taken in advance, this will be refunded if the booking has been cancelled within 8 days.

Under exceptional circumstances, beyond our control, if we are forced to close or cancel your booking, we would either offer you a full refund or a credit, with the option of booking for an alternative date of your choice, subject to availability.

 We recommend having **Travel Insurance** in place to cover any cancellation charges.

### **DECLINED TRANSACTIONS**

We will notify our guests if for any reason we are unable to take a payment due to declined, unauthorised or invalid credit card/debit card details provided. We will send a payment request email within 7 days of your booking, if new card details are not provided, within 24 hours, we will send a **transaction declined notification email** and reserve the right to cancel your booking.

**We reserve the right to cancel bookings if new card details are not provided within 24 hrs.**

### **AMENDMENTS**

If you wish to amend your reservation once confirmed, then the terms will apply as follows:

1. If you need to change or amend your booking, you can do so without penalty if you do it before 4 pm (UK time) at least 8 days prior to your planned arrival. This will be subject to room availability and might result in a higher room rate.
2. Anything less than 7 days is treated as a cancellation.
3. If you leave before the end date of your booking you will be charged for the originally booked duration.

### **DAMAGES POLICY**

We understand that accidents can happen, however please note, costs to repair damages, caused by guests staying at our hotel, will be charged to the card provided by the guest at check -in, up to the value of £500. This includes red wine spillages, which cause significant staining to our fixtures, fittings and furniture and will need to be replaced. Any guest who smokes in the rooms will also be charged a £100 cleaning fee to the card provided at check in.

### **SURVEILLIANCE**

We have a sophisticated security system, located within and outside of the building for our guests.

Any guest/s who are unable to abide by our terms and conditions, will be asked to leave, and will be subject to our cancellation terms and conditions.

1 We ask that between the hours of 10:00pm - 8:00am, guests are asked to keep the noise to a minimum when in their rooms, moving around the property and when entering or leaving the property.

2 Drunk and disorderly behaviour will not be tolerated and guests who persistently cause noise, will be asked to leave.

3 Guests **MUST NOT bring anyone on to the property or give out their door security code to anyone at any time.** Any guests found to have done so, will be asked to leave.

**Please Note**, procedures and measures put in place as a result of Covid-19 may be changed at a later date, at our discretion and may impact check-in and check-out times.