



**The Hurstmere, 5 Alexandra Road, South Shore, Blackpool, Lancashire FY1 6BU.**

**Booking Terms and Conditions:**

- The Hurstmere will only accept bookings for families and couples or single persons. If you arrive and are found to be a single sex group / stag or hen group then full payment will be taken however you will be refused your stay.
- Your room is available from 2pm on the day of arrival - we are unable to park any vehicles before 2pm unless previously arranged with the Hurstmere directly.
- No arrivals will be accepted after 10pm at night unless previously arranged with the Hurstmere directly.
- One person in the room must be over the age of 18 years unless previously arranged with the Hurstmere directly.
- International travellers will be required to present passports at Reception and a copy will be held on record for 30 days after the date of departure.
- The hotel proprietors will not be held liable for loss of guest's property during your stay.
- Proprietors reserve the right to periodically check your room during your stay.

**Deposit & Payments:**

- A deposit of the total cost of the 1st night stay if booked direct via phone / or 30% of the total booking value if booked online will be taken online shortly after booking has been made to confirm a booking. Until the deposit has been paid the booking is not confirmed.
- All deposit payments are non-refundable. No refunds can be made on a booking should you choose to leave earlier than intended, or cancel the booking or part of the booking or alter a booking once arranged. (We recommend you have adequate travel insurance.)
- Cancellations of less than 30 days notice or failure to arrive on your chosen date without informing the Hurstmere reservations manager, will incur a charge equal to the total booking amount.
- Full payment of the outstanding balance is required prior to room allocation on arrival.
- We accept payment via cash, Debit or Credit card however the Hurstmere does not except cheques or American Express payments.

**Parking:**

- You must notify the Hurstmere if you require parking. Parking restrictions may apply - If your car has a roof box fitted we do need to know in advance prior to arrival.
- The Hurstmere can not park vans, mini buses, trailers or any extra large vehicles unless previously arranged with the Hurstmere directly.
- Parking is free and should be reserved at time of booking. The latest parking can be arranged is 24hrs before arrival.
- If no parking has been booked then you may be charged a fee of £5 per night to park subject to availability.
- Car allocation is based on 1 car per room.
- Unless requested prior to arrival, vehicles can not be moved once parked until day of departure. You will be asked to leave vehicle keys at reception during your stay for emergency access purposes.
- The hotel cannot accept liability for loss, theft or damage to or from your vehicle while on our hotel premises or within our secure car park.

**Booking Termination:**

The Hurstmere proprietors reserve the right to terminate a booking or evict a person, or all of their party should they;

- Be detrimental to the wellbeing of other guests.
- Damage hotel property whilst staying at the hotel.
- Use threatening or aggressive behaviour, verbally or physically towards the management, staff or other guests.
- Be found to be a single sex group and/or linked as a group to other hotels.
- Have been smoking in our rooms (with effect from July 1st 2007 – in line with British no smoking law)A £250 charge will be made to sanitise the room.
- Fail to follow hotel regulations as laid out in welcome folder in your room.
- The person named in the booking is solely responsible for their party and their party's actions during your stay. The named party on the booking will pay all damages in full and you / the entire party may be asked to leave the Hurstmere immediately if any issue arises during the stay.

**Further Information :**

Please be aware that you may be refused entry to the accommodation you have booked if the Proprietor/Owner/Manager has reason to believe you are too ill. The accommodation provider does have a responsibility to other guests as well as to themselves, staff and their own families. Refunds may not always be offered, we recommend adequate travel insurance is in place before travelling anywhere.

All prices and other information given via telephone, internet or post are correct at the time of booking and are subject to change without prior notice. If prices change after booking, no refunds/ price matching can be done.