

The South Dene Hotel: Terms and Conditions

We look forward to welcoming you to the South Dene, Bridlington. When you make your booking, you are entering into an agreement with us. Please read our terms and conditions of your booking below.

Check in and Check Out

Check in: Check in is available from 3.30pm until 7.30pm. Please press the Ring doorbell and we will come and check you in.

Check out: we ask that you vacate your room by 10am on the morning of departure.

To Confirm a Booking

A deposit equal to the first night's stay is taken at the time of booking.

For larger or group bookings, a deposit equal to 50% will be taken at the time of booking.

Online Reservations

Bookings made online via online travel agents may be subject to differing terms and conditions in force at the time of booking.

Cancellation by the Guest

- Cancellation is free if the guest cancels the booking 7 days in advance. Your deposit, usually equal to the first night's stay, will be refunded. For
- If a booking is cancelled less than 7 days in advance we do charge the value of the first night stay. Please check with your insurance – as in some cases you stay can be refunded via insurance claim.
- Guests failing to arrive, will also be charged the value of the first night stay.
- No refund will be offered for cancellations, no-shows and early departures.
- Changes or amendments to the reservation will be termed as cancellations and no refund will be offered.
- We advise that you take out a suitable insurance product to cover against unexpected costs such as cancellation fees. This is especially important in relation to Covid-19 as exceptions for Covid-19 and Isolation related cancellations will still incur a cancellation fee equivalent to the first nights stay.

Cancellation by Us

Should it become necessary for us to cancel a booking we will contact you immediately. A full refund will be given to you via the payment method used to book. There will be no further compensation, beyond the refund due if we cancel for any reason.

Breakfast

The price quoted is for room only accommodation. We do not provide a breakfast option, there are many good cafes locally, please ask if you require recommendations.

Smoking & Drugs

Smoking, including the use of e-cigarettes and vaping, is NOT permitted within any part of interior of the guest house, that includes the porch and leaning out of a window. If there is evidence of smoking or drug taking, guests will be required to vacate the property immediately, and will be liable for professional (minimum £100.00) cleaning of any rooms and any outstanding balance of nights booked.

Number of guests

Due to insurance and fire regulations rooms are only let to the maximum shown on your booking, please don't arrive with more people than stated, extra guests will be turned away. This also applies to children and infants. No extra beds or cots are available.

Car Parking

There are three parking spaces available for guests use on a first come, first served basis. Please do not part in the space reserved for the 'Spa Loft Apartment'. No parking before check in time of 3.30pm, and cars must be removed from the parking spaces on check out at 10am. Cars parked here are at owner's risk. If no parking is available, the on-road parking is free parking (no permits required).

Change of room

If a booking is taken out for a specific room and the room reserved is required to meet specific guest needs or rendered unusable via circumstances beyond our control, we reserve the right to transfer the booking to an alternative room of similar quality.

Damage and Breakages

Please take care of our home and property. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. Please report these as soon as they occur especially if you accidentally spill something – it's much easier to clean if we know what it is and act quickly. We reserve the right to charge for repair or making good if the damage is significant.

Lost Keys

On check in, you will be issued with a key for the front door and a key for your room. It is your responsibility to ensure safety of your key ring at all times and return it at the end of your stay on check out. Failure to do so, to return keys within 7 days will be subject to a minimum lost key charge of £10, plus any additional costs incurred if additional work is required such as locks having to be changed.

Liability

Other than for death or personal injury caused by the negligence of the Guest House, the Guest House's liability to the Guest is limited to the price of the booking. Unless the Guest House is liable under the above clause, the Guest indemnifies the Guest House from and against any and all liability and any claims, proceedings or damages resulting or arising from the booking.

Lost Property

Any lost property items will be disposed of at the end of the subsequent month after which the visit took place. Should you wish an item to be returned to you, a minimum charge of £10 will be charged to cover postage, packing and administration (usually payable by BACS). It is your responsibility to contact us should you think you may have left an item behind. Items will be sent by the cheapest method available. Should you require a particular courier or insurance level, please advise us.

Payment

Payment is accepted using Cash, Visa, MasterCard, Delta, Electron, Maestro and Solo. We do not accept American Express or Diners Club cards. The full cost of the booking should be made prior to arrival or during check-in.

Pets

Pets are not permitted in or on the property.

Prices

We reserve the right to change our prices at any time. This does not affect bookings already made.

Alcohol

We want you to enjoy your time in Bridlington, and whilst we are not licensed there are many bars and restaurants locally you can visit. Please be respectful of the fact we are a family friendly guesthouse and wish

our guests to have a restful stay with us. Excessive or Aggressive behaviour, related to alcohol consumption or otherwise, could result in termination of your stay with us, and no refunds will be given

Termination Policy

The South Dene Hotel reserves the right, at its discretion, to terminate, without notice, an individual's stay where deemed necessary through unacceptable behaviour or as a result of actions which are likely to endanger or offend others (Please note that non-compliance of our non-smoking policy will constitute termination). In such circumstances any outstanding account must be settled, no refunds will be made.

Visitors

For fire regulations, the owners must be informed prior to any visitors arriving. Visitors must have left the premises by 9pm.

Wifi Access

We try to maintain a quality Wi-Fi service but at times this is beyond our control. The Wifi in the guest lounge and most of the rooms is acceptable, however the service can be intermittent. Sensitive downloads are your responsibility and you are advised to abide by British law.

CCTV

The building is equipped with 24 hour recording CCTV in public areas for the safety and security of our guests and premises.

We reserve the right to amend these terms and conditions at any time.

You acknowledge and agree that all intellectual property rights (including, but not limited to, copyrights (including rights in software), trademarks, database rights, patents and inventions) in and relating to the service are owned by us and our licensors or contractors. Nothing in this agreement operates to transfer any such intellectual property rights to you.

We reserve the right to assign or sub-contract any of our rights and obligations under this agreement without notice to you.

If any provision of this agreement is found to be unenforceable by a court of competent jurisdiction, the other provisions shall nevertheless remain in full force and effect.

This agreement is governed by the laws of England and the parties hereto submit to the non-exclusive jurisdiction of the English courts.

Dated 23/10/2021