

Terms and conditions 2011

All guests on paying a deposit or full balance agree to the following terms and conditions for their stay at the hotel.

The Mount Stewart Hotel Ltd reserves the right to -

- Decline admittance into the hotel should guests not be able to take care of themselves in full. Whilst we are a caring establishment, we are a hotel and not a nursing home or hospital.
- Restrict the use of walkers indoors – these are **not** permitted in the communal dining room or bar area
- Cancel a booking without notice, whereby a full refund will be provided.
- Remove abusive guests from the hotel without notice or refund – we operate a zero tolerance policy regarding abuse to our staff and/or other guests.
- Any cancellation must be in writing; cancellations with less than one month to the date of travel will still result in the full balance being owed to the hotel (sorry, no exceptions).
- Charge guests for any damage caused to hotel property [including fixtures & fittings] as a result of their stay, including accidental damage
- Charge guests a set £30 fee for any lost keys
- Charge guests for re-charging electric mobility scooters or any other large [electronic] device requiring charging
- Whilst every effort is made to ensure requested rooms are allocated, we reserve the right to switch/amend/alter/change room allocation without notice.
- Fine and immediately remove guests from the premises should they be in breach of hotel rules including;
 - smoking on the premises (except in the designated smoking room)
 - bring alcohol onto the premises purchased off-site: all such alcohol will be confiscated due to a breach of our licensing laws.
- We reserve the right to introduce reasonable petrol surcharges where necessary - even after a balance has been paid in full.
- No pets allowed
- Any Door-to-Door guest removed from the hotel for any breach of our terms & conditions will be responsible for their own return journey home.

This list is not exhaustive and The Mount Stewart Hotel Ltd reserves the right to expand these terms within reason.

Cancellation policy

- Deposits are non-refundable but are transferable *once* – however the transfer must be at the point of initial cancellation
- Christmas deposits are non-refundable & non-transferable
- All cancellations must be in writing
- Upon paying a deposit, all cancellations **must** be one month prior to the date of travel or the full balance will still be owed to the Hotel. SORRY - NO EXCEPTIONS.
- If guests leave during their stay for any reason other than negligence on our part, no refund will be offered.