

Terms and Conditions:

Confirmation of Booking - A booking will only be regarded as confirmed when it has been guaranteed with a credit or debit card number upon payment of the appropriate non-refundable booking fee; or a cheque has been cleared or cash funds received. A non-refundable deposit of £15pppn may be required when a reservation is made & this will be deducted from the final account. Telephone credit & debit card bookings (Mastercard, Visa Amex & Maestro) are accepted. Cheques to confirm bookings should be received by us at least six working days prior to your arrival.

Advance Purchase Rates - APR are discounted and the lowest available tariff and are terms of this booking are strictly non-refundable and cannot be cancelled, transferred or amended.

Festive Accommodation Packages - £50.00 per adult non-refundable / transferable deposit will be required on booking. Final Balance due in full by 1st December. Any cancellations before 1st December will be subject to loss of deposit, any cancellations received after 1st December will be charged at the full confirmed value of the stay. This excludes our Twixmas Packages which require a valid credit or debit card to guarantee the reservation and offer a free cancellation period up to 24 hours prior to arrival.

Cancellation - We recommend that you consider Travel Insurance to cover your obligations under a booking contract. Should circumstances prevent you from taking your holiday as planned or make it necessary for you to curtail it, you should notify us by telephone & in writing immediately to minimise the cancellation charge. In the event that we are able to re-let you accommodation on at least the same terms, only the deposit will be forfeited. See booking terms for your room type booked. Advance purchase rooms are non-refundable and non-transferable.

Payment of Accounts - Payment is due on presentation of account & may be made by credit card (Amex, MasterCard & Visa), debit card, Building Society Cheque or Cash. We regret that we are only able to accept a single personal cheque up to the limit of a cheque guarantee card. If you have any queries on any part of your account you should pay the undisputed part when it is due & the remainder on resolution of the matter. Accounts remaining unpaid after the due date will be liable to interest rate of 2.5% per week calculated from the date of the account. Any collection cost incurred by the hotel

(including fees billed by collection agencies, credit reference agencies & solicitors) will be added to the final amount payable.

VAT/ Service - Tariffs quoted are inclusive of VAT at the current rate unless stated otherwise. Gratuities for staff are entirely at the discretion of the guest. VAT will be charged at the government standard rate at the time of stay, not at the time of booking.

Bedrooms - Bedrooms are normally available for occupation from 3.00pm on the day of arrival & must be vacated by 11.00am on the day of departure. Please let us know if you expect to arrive after 10.00pm late checkout is available at a small charge, subject to availability.

Valuables - The hotel will not be responsible for guest's valuables unless they are deposited in the hotel safe under our safety deposit procedure.

Car Park - Limited Parking is available free of charge within the hotel grounds on a first come first served basis only for guests who book directly with the hotel by phone or on our official website. The guests booking through a third party will be charged £12.00 per day. Vehicles & their contents are parked entirely at the guests own risk. Please collect a permit from reception on arrival. On street parking is available but chargeable for a small fee. The Oceana Day Spa is located at Ocean Beach Hotel & Spa and is open from 10am Daily except Christmas Day, Reservations on 01202-208666

Laundry/ Dry Cleaning - A same day laundry & dry-cleaning service is available from Mon - Fri through an outside contractor & items should be left at reception by 8.30am. No liability is accepted by the hotel in the event of loss or damage by outside contractors.

Porterage - Porterage is available 24 hours each day.

Leisure Club Facilities are available at The Suncliff Hotel - All residents may use without charge the facilities of the indoor leisure club which comprises an indoor heated pool, & Sauna, subject to acceptance of the safety rules available at reception. Charges apply for the use of the 2 Squash courts. We reserve the right to withdraw these facilities for maintenance without prior notice.

Towels - We do request that hotel towels are not removed from the bedrooms. Towels for use in the indoor leisure club at The Suncliff Hotel are available from Suncliff

reception, towels for outdoor pools are available from Cumberland & Ocean Beach Hotel & Spa receptions at a small charge. Towels not returned to reception will be charged to your account at £25 each. It is forbidden to hang towels from hotel windows & balconies by a local authority ordinance.

Bath and Shower - Some baths have built in safety tread, should you require a rubber bath mat, please contact reception before showering and one will be provided. We also provide portable grab handles should you require, also available from reception or Duty Manager. Should you need assistance in fitting your bath mat please ask.

Meals - Please contact reception or websites for meal times throughout the Oceana Resort.

Smoking - Smoking is not permitted in any area of the hotel including bedrooms. Any evidence of smoking in bedrooms will incur an automatic charge of £250 for cleaning & possible loss of use. Alternative outdoor smoking areas are available & have ashtrays provided.

Dress Code - As a courtesy to others & to avoid any possible embarrassment we request that smart casual wear (i.e., not shorts, tracksuits, flip-flops etc) is worn in the restaurants for dinner. It is hotel policy to refuse admission to anyone considered unsuitably attired and with footwear.

Security Bond - All same sex groups will be required to pre authorise & sign a £100 per person bond on arrival, monies will only be taken if the terms and conditions of the bond are broken.

Pets - We allow the accommodation of small dogs (one dog per room) at a supplement of £20 per day. As a matter of courtesy to other guests, dogs are only allowed in certain OUTDOOR public areas at the Hotel, mainly because food is served throughout our lounges and poolside. Please ask a member of the team for designated dog friendly areas. For health and safety reasons we DO NOT accept dogs in terrace rooms, ocean front superiors and suites. A pet bond must be signed at check in, along with a £50 refundable deposit. Any damage, soiling or excessive dog hair on soft furnishings will incur specialist cleaning charges. Cats are strictly prohibited.

Lost Property - Lost property will be kept for a period of 28 days, if claimed a minimum charge of £5.00 will be charged for its return.

General - No allowance may be made for meals not taken or temporary absence when booked on inclusive terms. We reserve the right to amend the services & amenities described & to vary the tariffs given without prior notice.