

TERMS & CONDITIONS

The terms and conditions detailed below apply to all bookings made with The Moorings Hotel & Restaurant, whether via our homepage, by telephone or otherwise.

Please note that for promotional bookings the relevant additional terms and conditions should be consulted.

When you make a booking, your contract (which shall include these terms and conditions) will be with Phare Futures Limited, trading as The Moorings Hotel & Restaurant.

All rates featured on www.themooringshotel.com or quoted by telephone or otherwise are offered subject to availability and The Moorings Hotel & Restaurant reserves the right to refuse any booking for good reason. Only adults 18 and over can stay at the hotel unaccompanied.

The Moorings Hotel & Restaurant offers a choice of room only or bed and breakfast.

All prices are subject to availability.

SPECIAL NOTES

Smoking Policy: Smoking is not allowed in any bedrooms or anywhere inside the building. We aim to be as hospitable as possible, but out of respect for your fellow diners, we ask that you refrain from smoking in the al fresco area too, and move away from any areas where people are eating before smoking. Damage caused or cleaning required as a result of smoking in bedrooms will be charged a minimum of £100

Damages, Breakages & Unacceptable Behaviour: Please take care with our accommodation. 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. We do not normally charge for minor breakages or damage but we will send an invoice for repair or making good if the damage or breakage is significant. This includes extra cleaning costs & loss of revenue, if we are unable to re-let your room the night following your stay.

We also reserve the right to terminate your booking immediately without being liable for any refund or compensation if your unacceptable behaviour causes a disturbance or nuisance to other guests.

The management will levy a charge of £35 per person, per night against any reservations where occupants exceed the number of agreed adults to a given room type.

PRICING

We offer a full range of packages and pricing, as detailed below. Our packages and pricing will fluctuate depending on availability and demand at any given time. All prices are subject to change without notice. Prices are subject to availability and are inclusive of GST at the current prevailing rate. Your price is guaranteed once you have been given a confirmation number. Indicative alternative currency rates used to estimate cost and balance of cost are based on current exchange rates and are subject to fluctuation.

ADVANCE PURCHASE RATES

In general, our Advance Purchase rates are available 7 days or more before the date of arrival and are fully prepaid at time of booking. Advance Purchase Rates are non refundable and non transferable. The credit/debit card used to book the Advance Purchase rate must be presented to reception on arrival at the hotel. Please note that failure to do so will result in an alternative payment method being required.

What the price includes

Prices for breaks include twin or double bedrooms (single room for single guests) with colour TV, direct dial telephone and private en-suite bathroom. Our bed and breakfast incorporate a saving on our standard hotel prices. They all include GST at the prevailing rate.

AVAILABILITY

During major sporting events, social events, conference and exhibitions certain rates may not be available. Certain dates may be subject to a minimum length of stay. All rates are subject to availability.

CHILDREN

Up to two children aged 12 and under can stay and take breakfast for free when sharing a suitable room with two adults on the same room basis. The hotel will determine whether a room is suitable for the purpose of this offer. Children staying in their own room will be charged 100% of the full adult rate paid by the accompanying adults.

GUESTS WITH IMPAIRED MOBILITY

The Moorings Hotel & Restaurant is an old hotel in a listed building. It does not have a lift. Guests with impaired mobility or other particular requirements should check with the hotel in advance that their requirements can be met. Please call the hotel direct for details.

DOGS

We do not accept dogs inside, in the restaurant or in the hotel, with the exception of guide dogs.

CAR PARKING

Car parking is available on the pier, for a fee. Paycards should be purchased prior to arrival. A yellow disc can also be displayed which we have available at reception.

CHECKING IN AND OUT

ARRIVAL AND DEPARTURE

Hotel rooms are available from 3pm on the day of arrival unless otherwise stated. Rooms must be vacated by 11am on the day of departure, unless otherwise sanctioned at the discretion of the hotel manager.

MEAL ARRANGEMENTS

Rates which include breakfast offer a continental breakfast with tea or coffee, unless stated otherwise.

HEALTH, LEISURE AND WELLBEING

We have a yoga studio on the premises, see www.thestudio.je for further details on classes and timetables.

GROUP BOOKINGS

If you are wanting to book four rooms or more, it is classed as a group booking. Please contact the Hotel directly for the best available rates.

CASHLESS BUSINESS

The Moorings Hotel & Restaurant is a cashless business. We ask that all payments are made electronically via debit or credit card. We do not accept American Express.

BALANCE OF MONIES OUTSTANDING

Prior to your departure from the hotel you will be required to settle your bill. On arrival you will be asked to produce a valid credit card for the hotel to take pre-authorisation.

If you are settling your account with a debit card, you will be asked for a deposit to cover the cost of your room for your stay (any extras which you may incur in the hotel will not be chargeable to your room account).

The Moorings Hotel & Restaurant accepts all major credit cards, including MasterCard and Visa. We do not accept American Express.

The credit/debit card used to book the Advance Purchase rate must be presented to reception on arrival at the hotel.

GIFT VOUCHERS & VOUCHER PRIZES

Gift vouchers and vouchers used as competition prizes, unless otherwise specified on the voucher, are valid for one year from date of issue. If you have a prize voucher and wish to extend the validity date, please contact the hotel directly.

Gift vouchers should be presented on check-in, when paying for your meal or on arrival at the Hotel.

Gift vouchers cannot be exchanged for cash, replaced if lost and are non-transferable. No refund of money will be made once a voucher has been purchased and no change can be given unless The Moorings Hotel & Restaurant withdraw vouchers without prior notice. The Moorings Hotel & Restaurant cannot accept responsibility for the loss or theft of a gift voucher after it has been issued. The Moorings Hotel & Restaurant reserves the right to amend these Terms and Conditions. No photocopies will be accepted.

CANCELLATION & AMENDMENTS

Non-Availability: We would only cancel your booking if your accommodation was unavailable for reasons beyond our control. We would attempt to offer you alternative accommodation, however if this was not possible, or unacceptable to you, then we would refund all monies paid by you. Our liability would not extend beyond this refund.

All cancellations are made in accordance with the cancellation terms of the rate booked.

The Moorings Hotel & Restaurant has a free cancellation policy, which is up to 2pm two days prior to arrival. All cancellations thereafter, or non-arrival, will be charged in full. Please note, discounted rates are neither changeable nor refundable.

Advance Purchase Rates are non refundable and non transferable and full pre-payment will be forfeited.

Whilst every effort is made to fulfil any particular requests which you may make in relation to your stay with us, please note that these requests do not form part of our contract and we cannot guarantee that we will be able to meet any particular requests.

Thank you for booking with us at The Moorings, we hope you enjoy your stay.

COMPLAINTS OR COMMENTS

Any complaint or comment regarding a stay at our hotel should be made in the first instance to the hotel's duty manager at the time of your stay so that it can be resolved at the time.

GENERAL INFORMATION

Although every effort has been made to ensure the accuracy of the information set out on our websites and marketing campaigns, we cannot accept responsibility for any errors or omissions, and reserve the right to vary, amend, supplement or cancel any of the information or offers featured on our websites or email campaigns or otherwise at any time.

All details are correct at time of going to print, however may be subject to change from time to time.

The Moorings Hotel & Restaurant shall not be responsible for any loss or damage which you may suffer arising out of events beyond its control or the control of its suppliers (including, without limitation, fire, failure of electrical, gas or other power supplies, strikes, industrial action, terrorist activity, technical problems with transport, illness of entertainers and bad weather), nor for any curtailment, cancellation or change to any accommodation, activity or itinerary or any other consequences which arise as a result of such events.

For the avoidance of doubt, nothing in these terms and conditions shall operate to attempt to exclude or limit The Moorings Hotel & Restaurant's liability for the death or personal injury of any person caused by the negligence of The Moorings Hotel & Restaurant or its employees, servants or agents or to attempt to exclude or limit The Moorings Hotel & Restaurant's liability in any manner which would be unlawful.

These terms and conditions shall be subject to the laws of the Island of Jersey, where the hotel is situated.