

## 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](http://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

**Restaurant opening hours:** In summer (June through September) the restaurant is closed on Mondays and Tuesdays, but the terrace and café is open for breakfast and lunch. The restaurant is closed on Sunday, Monday and Tuesday evenings, although the bar remains open for residents.

In September the restaurant is closed on Mondays and open only for residents' breakfasts.

Between 1st October and 1st March, the restaurant is closed Mondays and Tuesdays and open only for residents' breakfasts.

**Smoking Policy:** Smoking is not allowed in any bedrooms or anywhere inside the building. We aim to be as hospitable as possible outside, but out of respect for your fellow diners in the al fresco area, we ask that you 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 double, twin and single bedrooms with colour TV, direct dial telephone, coffee and tea making facilities and private en-suite bathroom. Our bed and breakfast rates 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.

## **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.

**Between 1st October and 1st March** the hotel is closed to arrivals and departures on Mondays and Tuesdays except school holidays. If you require a stay on a Monday or Tuesday, please email [reservations@themooringshotel.com](mailto:reservations@themooringshotel.com) for a manual booking.

Reception is not manned 24 hours a day as we are a restaurant with rooms. When the restaurant is closed and reception unmanned we will provide a keycode for the front door which enables residents to have 24-hour access.

## **MEAL ARRANGEMENTS**

Rates which include breakfast offer a continental breakfast ('Scandi Kitchen Breakfast') with one tea or coffee plus juice per person, unless stated otherwise. If you decide to go for the a la carte breakfast menu, you will have a credit allowance to the value of the continental package. If you would like to book a meal in the restaurant during your stay we recommend you do so well in advance. The restaurant is very popular with locals, which means we cannot guarantee last-minute availability.

## **HEALTH, LEISURE AND WELLBEING**

We have a yoga studio on the premises, see [www.thestudio.je](http://www.thestudio.je) for further details on classes and timetables.

## **GROUP BOOKINGS**

We do not accept group bookings or offer group rates. Nor do we rent out the hotel in its entirety for events and functions. All rooms can be individually booked at their standard or 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.

## **SERVICE INCLUDED**

All prices are inclusive of service. Any additional gratuity is entirely discretionary.

## **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.

## **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.