

Terms & Conditions

Reservation

Room rates are quoted per room per night including breakfast and VAT. The hotel has a two night minimum stay across Friday and Saturday nights, we also have restrictions on Bank Holidays and special occasions. No payment is taken in advance unless otherwise pre-arranged. All reservations require a credit / debit card to guarantee the booking. Full payment will be taken on arrival.

Cancellation

The hotel operates a 72 hour cancellation (Prior to a 3pm arrival). Any cancellation within this period will result in full charge of the first night. Reservations of more than 3 nights will be charged 50% of the whole stay. Non-arrivals will be charged the full balance of their reservation.

Group Bookings (4+ Rooms)

A 30% Non-Refundable Deposit must be made to secure the booking. The cancellation policy is 2 weeks prior to arrival for 5 rooms or less; 3 weeks prior to arrival for 10 rooms or less; 1 month prior to arrival for over 10 rooms; any cancellation during this period will result in a 50% charge (cancellations one week prior to arrival will result in a full charge).

Room Policies

All bedrooms are sold for double occupancy only with the exception of some of the rooms that can accommodate extra beds/cots.

Hotel Una welcomes children of any age and can provide either a cot or extra bed if the bedroom is of a suitable size / position .

The hotel may charge £10.00 per extra bed and £10.00 for an extra breakfast. We also require the guest to notify Hotel Una in advance if they are bringing children to the hotel.

All bedrooms can be checked in from 3.00pm, followed by an 11.00am check out.

Failure to check out on time may result in a charge.

Should any damages be found in the rooms, credit card will be charged accordingly.

Please note that Special Requests and Packages must be booked 24 hours prior to arrival.

Hotel Una is unable to accept any pets or animals to stay at the hotel with the exception of working dogs for the disabled.

Hotel Policies

There is a non-smoking policy throughout the hotel. Smoking in any bedroom, public area or corridor will result in a £150.00 charge being added to your bill.

Please note that if our housekeeping team report the lack of some toiletries such as hand lotion and hand wash, you will be charged a fee of £30.00. If our housekeeping team reports the lack of any items belonging to the room (such as decor, hairdryers, towels, etc) you will be charged with a fee of at least £150.00, this will depend on the value of the object damaged or absent.

We request that all guests at Hotel Una conduct themselves appropriately at all times and to comply with requests from staff / management in regard to conduct and respect for the property of the Hotel, its employees and guests and their health and safety.

Guests are requested not to disrupt the comfort and enjoyment of other guests, the smooth running of the Hotel, or cause offence to other guests or our members of staff.

We reserve the right to refuse accommodation or services or remove you and members of your party from the Hotel if, in our reasonable opinion, we consider this provision to have been breached.

Where this is the case we shall have no obligation to refund you for lost accommodation, other services or any other loss or expense incurred.

Excessive noise during your stay that may disturb other rooms will result in a **full charge** of the disturbed room's accommodation.

Hotel Una is not liable for any damages or loss of personal belongings.

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Limited Company Name: Una UK Ltd

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