

## **Terms & Conditions Cinnabar Hotel**

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## **1. Payment**

Cinnabar Hotel accepts payment by cash, credit/debit card (VISA, MasterCard, American Express, Maestro, and Electron). We no longer accept personal cheques.

Customers paying with cash are to provide identification on check-in. Acceptable forms of ID is: current driving licence, ID card, passport or police warrant card.

Guests arriving on Friday, Saturday and Bank Holidays are subject to payment in advance

Pre-authorisation maybe requested

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## **2. Room prices**

Room prices are per room, per night and are inclusive of VAT. Meals are not included in the room price unless stated.

Cinnabar Hotel reserves the right to review its room prices from time to time. You will pay the room price as quoted at the point of room reservation. Note that quoted room prices at the Cinnabar Café Hotel may change up to the date of your arrival.

We may charge a supplement during key events and periods of high demand. For details of our most current room prices please check our website [www.cinnabarvenues.co.uk](http://www.cinnabarvenues.co.uk)

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## **3. Reservations**

A room is reserved as soon as your details have been taken by our website or team member.

You can reserve your room by giving your credit or debit card details at the time of booking or by paying for your room in full in advance of your arrival by phone or email 01992 660 660 or [hotel.hertford@cinnabarvenues.co.uk](mailto:hotel.hertford@cinnabarvenues.co.uk)

Payment can be made by debit / credit card or cash.

Cinnabar Hotel does not accept personal cheques.

A debit / credit card used must have an expiry date that is valid after the date of stay. Cinnabar

At the time of reservation please inform the staffs if you require a PEEP, personal evacuation plan.

All reservations are subject to availability and when conditions apply.

#### **4. Cancellations**

Cancellation of a room reservation must be made before 11am on the day before booking arrival date unless stated otherwise on your booking terms and conditions.

If you cancel a room reservation before 11am on the day before of arrival and have paid for the room in advance by debit/credit card, a full refund will be processed to the same debit/credit card normally before close of business the next day.

A cancellation reference will be given and must be retained as proof of cancellation.

If you cancel a room reservation after 11am on the day before arrival date and have not already paid for the room in advance you will be charged for one night's accommodation per room booked.

A cancellation reference will be given and must be retained as proof of cancellation.

The customer will be issued with a receipt for this charge.

The payment will normally be processed before close of business the next day.

Failure of the customer to cancel before 11am on the day before of the arrival gives Hotel Cinnabar has the right to charge for one night's accommodation. The client will be issued with a receipt for this charge. The payment will normally be processed before close of business the next day.

#### **Advanced Purchase Bookings**

When booking an advance purchase special rate please note that these bookings are non-refundable and non-transferable, the above cancellation policy being overridden in favour of offering a discounted rate at the time of booking. Such rates will be clearly titled as such on our online booking tool.

If you decide to shorten your stay you must inform us by 2pm on the day before otherwise you will be charged the cost of one night's accommodation per room booked.

Bookings made after 11am on the day before of arrival are non-refundable, and are subject to the standard cancellation terms.

## 5. Arrival and departure

**Arrival:** Check-in is available from **4pm** but we will happily check you in earlier if your bedroom happens to be ready earlier. If you have arrived early and your bedroom is yet to be serviced you are more than welcome to drop your bags off and explore the town

Please let us know if you are likely to arrive after 11pm where possible a late check in will be organised

**Departure:** We kindly request that you vacate your bedroom by 11am on the date of your departure (a late check out may be available, please ask for availability)

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## 6. Particular requirements

Hotel Cinnabar operate a 100% no smoking policy throughout. Smoking in a bedroom will result in a £100 fine for each day of your stay

Cinnabar Hotel has a room, which is specially adapted for customers with disabilities. This room is subject to availability.

Although Hotel Cinnabar will make every possible effort to accommodate your personal requirements, all rooms are subject to availability. We apologise in advance if your particular requests cannot be met.

All breakages and missing items must be reported to the Manager on duty and charges will be applied as appropriate by card details on file.

Towels will be replaced every other day. If you would like your towels replaced sooner please place them in bath or base of shower.

Bedding is change after every departure. Bedding will be changed at a maximum of every four days during a stay unless requested otherwise

The main bar will be available Sunday to Thursday till 2am for Hotel patrons and their guests. Payment for refreshments must be either card payment or room charges only.

The main bar is open to both hotel patrons and non hotel patrons until 2am on Fridays, Saturdays and Bank holiday Sundays.

## **7. Breakfast**

Breakfast is served in our Brassiere between 7am and 9am on weekdays and between 8am and 10am at weekends and on Bank Holidays. Please note breakfast times may differ please ask for more details.

Please note our main breakfast menu is served up till 12 noon then brunch till 2pm. This is not included in the breakfast package

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## **8. Restaurant**

Meals are available in Cinnabar situated on the ground floor.

Please check our in Drinks and food menus also a room information book on open and close times and room service information and charges

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## **9. Please note**

With the exception of assistance dogs, no pets are allowed in Cinnabar.

Electrical appliances, such as toasters, mini cookers and portable grills, may not be used in the rooms as they may set off the sensitive fire alarm system.

Reservations for rooms are non-transferable and must not, under any circumstances, be sold or otherwise transferred to a third party who is not a member of your group.

You must not advertise, market or otherwise offer any Cinnabar Hotel room for sale either on its own or as part of a combined offer.

Hotel guests must be age 18 years or over to stay in a room. We do not allow under 18 year olds to have a hotel room. Children must share the facilities with their parent or guardian.

## **10. Group booking reservations**

A booking of three rooms or more is considered a group booking with Cinnabar Café Hotel. However, this might vary based on the total number of rooms and there nights stayed. If a group of individuals has booked separately for the same booking e.g. weddings, parties, Cinnabar Café Hotel reserves the right to enforce Group terms and conditions to those bookings regardless of the booking channel used to book.

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## **11. Confirming group bookings**

All group bookings are held on option for up to 48 hours at which time Cinnabar Hotel must have received your signed contract to hold the rooms further we will require a 50% non refundable deposit at this point. And a rooming name list is required 14 days prior to arrival.

Payment in full is to be received on day or prior to arrival.

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## **13. Cinnabar Hotel expectations of your group**

You are responsible for any damage caused to the allocated rooms or the furnishings of the hotel. If any act, default or neglect by the guests or organisers results in damage or complaints from other guests, the customer shall be liable to pay to Hotel Saloon on demand the amount required to make good or remedy such damage.

In the event of wilful or negligent interruption to the business or other customers, Cinnabar Hotel will charge the amount of any loss to the Customer and terminate the contract. Cinnabar Hotel will not be liable for any refund or compensation in such circumstances.

The customer / you means the organizing body company and organiser responsible for commissioning and payment of the event.

The contract means the agreement between Hotel Saloon and the customer for a specific booking or series of bookings.

This contract applies to Cinnabar Hotel Customer and no payment will be made to any third parties.

Cinnabar Hotel reserves the right to cancel the Customer's reservation without further notice if there is a breach of these Terms and Conditions.

Cinnabar Hotel do not accept liability for any failure to provide services contracted due to circumstances beyond our control including industrial action, postal communication, plant failures, supply of gas, electricity and water or fire alarm evacuation

The details of these Terms and Conditions do not remove the common law duty to mitigate losses.

All group bookings are subject to Terms & Conditions.

Prices include VAT. All prices and details are correct at current time and are subject to change without notice.

**Inappropriate Behaviour:** It is the hotel's policy that all our guests have the right to be treated with dignity and respect and as a responsible host we believe that we have a duty to our guests to protect them from inappropriate behaviour. Should any actions by a guest be deemed inappropriate by the Duty Manager, or if any inappropriate behaviour is brought to the attention of the Duty Manager, the hotel reserves the right, after any allegations have been investigated, to take action against the guest. Depending on the severity of the guest actions, the Police may become involved at the hotel's discretion, or guests may be asked to leave the hotel

**Hotel Property:** We reserve the right to charge guests the cost of replacing any items that are removed from the premises by them without consent. The charge will be the full replacement amount of the missing item, including any carriage charges. Should the fact that the item is missing come to light after the guest has departed, we reserve the right to make a charge to the guests credit / debit card, or send an invoice for the amount to the registered address. **Damage:** We reserve the right to charge guests the cost of rectifying damage, caused by the deliberate, negligent or reckless act of the guest to the hotel's property or structure. Should this damage come to light after the guest has departed, we reserve the right to make a charge to the guest's credit / debit card, or send an invoice for the amount to the registered address. We will however make every effort to rectify any damage internally prior to contracting specialists to make the repairs, and therefore will make every effort to keep any costs that the guest would incur to a minimum.

**Children:** We are unable to accept lead booking for persons under the age of 18 years of age. Where guest may look younger than 25 years of age proof of photographic ID will be required. Families are welcome to stay at Cinnabar Hotel but we do remind guests that on a Friday and Saturday and some Bank holiday dates the venue is an over 21 night club. The hotel is unable to provide extra beds or bedding for children but we are happy for children to share the facilities at no extra charge.

**Lost Property:** Should any guest lose any belongings during their stay or incur damage to their property, the provision of the Hotel Proprietors Act 1956 will apply, a copy of which is displayed in reception. If we find any lost property, we will make every reasonable effort to locate the owner and return it, but if we cannot locate the owner and an item is not reclaimed with 3 months of the guest's departure it will be disposed of by the hotel.