

Triv Rochester Hotel Terms & Policies - Guests

Check-in and Check-out Policies

Arrival / Check-in

Arrival Check in time varies as per property, please contact the specific Hotel for this information. If booked over phone or desk, the full amount or small deposit is taken from the customer, usually a charge for one night.

Guests are required to show a valid photo identification. Guests are required to show the payment card used to secure the booking, failing to provide a valid credit or debit card, or a cash deposit with ID, entitles the front office team to deny to check the guest in.

Special Requests are subject to availability and additional charges may apply.

Departure / Check-out

Check out time varies as per property (after the check-out time a £10/hour fee will be applicable). Kindly note that the latest check-out we can offer is at 15:00 pm. After that, we will charge the amount of an additional night. Please contact the specific Hotel for more information.

Cancellations and No Shows

There is no charge for cancellations and changes made 24 hours prior to arrival. Otherwise, in the event of a no show you will be charged for your booked stay.

If card details are requested upon failure to authorise booking, we must be contacted within 24 hours or your booking will be cancelled. If this falls on your arrival date, the room will only be held until 6 pm. Non-Refundable reservations cannot be changed or cancelled. In the event that the stay is interrupted, the agreed price will be paid in full.

No reimbursement will be given for a Non-Refundable reservation.

No shows

If you do not arrive at the hotel on the scheduled date of arrival, you will be considered to be a “No Show” and your booking will be cancelled.

Your booking will be charged 100% of the cost of the all stay of the booking, including any Extras. Bookings paid on arrival will be charged to the payment card details provided at the time of booking to guarantee the booking.

Group Bookings:

Please contact the hotel directly for Group Booking Terms and Conditions.

Pre-authorisation policy

The Hotel reserves the right to pre-authorise the Guest Credit/Debit Cards in any reservation. A pre-authorisation is a temporary hold of a specific amount of the available balance on a credit or debit card that is provided upon booking. The pre-authorisation is not a charge and no funds have been debited from your account.

The amount that we pre-authorise will depend on the amount of nights that you stay.

All credit or debit cards provided upon booking can be pre-authorised according to our cancellation policy or on check in.

The hotel is NOT charging your credit card. A pre-authorisation is a security guarantee for payment only. The pre-authorisation fund is not held by the hotel, the company who provide the credit card system or by the authorising bank. The pre-authorisation fund is held on your card by your own issuing bank. A pre-authorisation can be held on your card for a minimum of 10 to 15 working days. The pre-authorisation get released depending on your individual credit/debit card, should be released by your issuing bank automatically, if not you will need to contact your home issuing bank.

Non-Refundable Bookings

Any Non-Refundable bookings may be charged at any time up till the day of arrival. Upon payment failure we will request new card details within 24 hours, otherwise the booking may be cancelled.

The guest will be charged the total price if they cancel anytime.

The guest will be charged a prepayment of the total price anytime.

Payment

We accept Visa, Mastercard and American Express payments on-site, as well as cash. Payments that are not made face to face will be accepted if accompanied by a third-party authorization form.

Any Non-Refundable bookings may be charged at any time up till the day of arrival. Upon payment failure we will request new card details within 24 hours, otherwise your booking may be cancelled.

We do not accept payment by cheque.

If your booking is not payable in full at the time of booking and the rate of VAT changes between the date of your reservation and the date of your stay, we will adjust the rate of VAT that you pay and charge you accordingly.

Cash Payment:

We require a valid proof of identity (Driving License, Passport, Birth Certificate, Police Warrant Card, NUS Card, EU identity, Residence Permit Card), along with a valid credit card details, for all cash payments.

Group Bookings payments:

Please contact the hotel directly for Group Booking Terms and Conditions.

Non UK Bookings:

Guests will be asked to provide proof of identity and nationality upon check-in. Overseas guests, excluding the Republic of Ireland and Commonwealth citizens, will be asked to complete a registration form and provide their identity card / passport details. Acceptable forms of identification are: a passport, driver's license, ID card or police warrant card.

Penalties

Damage or loss of any kind, incurred from guests to the hotel property our staff or any other guests, will result in a fine to compensate for losses. We kindly ask our guests to report any broken items in the room to the reception.

Smoking policy

All our hotels are 100% non-smoking hotel. If you are found to be smoking inside the hotel you will be immediately asked to leave the hotel with no possibility of reimbursement. You will also be charged from £200 to cover the costs of having the area affected professionally cleaned.

Children policy

Accommodation is free for children under 12 years sharing the parents' room.

Guarantee policy

Guests are required to have their booking guaranteed by a valid credit card. Failure to comply may lead to your booking being cancelled at 15:00 pm on the day of arrival.

Pre-paid booking policy

Upon check-in/arrival any guest that booked a prepaid reservation must present the credit card, which the booking was made with originally or in case the booking is prepaid with a different card must have a third-party authorization form linked to the reservation. Failure to do so may incur in a refund of the original credit card and in taking payment on a new credit card under the guest's name. Failing to provide either the original credit card or a new credit card will result in the front desk team having to deny entry to the room. No refunds will be given.

Third Party policy

The hotel is not liable for errors occurring or information provided when booked through third party websites or agencies with regards to hotel facilities like car park or room descriptions. During the reservation process, if a third person is willing to pay the accommodation on behalf of the guest, he/she needs to fill and resend to us the 3rd party authorization form (together with a copy of ID of the Credit Card holder), a document that allows the hotel to charge a 3rd party card not physically present.

Pet Policy

With the exception of guide dogs, pets are not allowed to the hotel. Kindly note that the hotel does not display any rooms to allocate pets. The Hotel shall always be advised in advance when we have a guest with a guide dog on arrival, it will be an extra charge of £50.00 per day per pet so that we can perform a deep cleaning upon departure. Any damage incurred from the pet to the hotel property our staff or any other guests, will result in a fine to compensate for losses.

Guest privacy

In case of telephone calls or people coming at the front desk, asking to contact a guest in house, the front office team is required to be in touch with the specific guest first, asking him/her if he/she wish to meet or speak with the person in question.

Hotel staff does not have to disclose hotel guests details to anyone, unless authorised.

Abusive Behaviour

We are here to provide the best services possible but in doing so we will not tolerate abusive or aggressive behaviour from our guests. We will refuse to deal with people who assault our staff or who continue to be abusive or aggressive when asked to behave reasonably. We reserve the right to refuse entry to the hotel premises including the room.

Complaint procedure

Our guests are our primary concern and to make sure you get the best service possible during your stay, any complaint will need to be addressed to our team at the reception desk. We ask all guests to be considerate to other guests and to keep noise to a minimum. We will ask guests that continue disturbing other guests to leave the premises.

Car Park policy

Vehicles are left at owners risk and the hotel will not be held liable for car damages or theft.

Not Registered People

Visits from unregistered people in the hotel guest rooms is not permitted.

A maximum of 1 (one) person in our Single Rooms, 2 (two) people in our Double Rooms, 3 (three) people in our triple rooms and 4 (four) people in our Quadruple Rooms, are permitted to be registered to a room. Everyone must provide valid identification (e.g. passport, ID card or driver's license). The hotel has the right to request guests and/or third parties, to vacate the room or leave the hotel premises, whenever they are found not to be respecting the hotel's internal rules or behaving improperly in the opinion of the hotel management.

Loss of or damage to guests' property

Under the Hotel Proprietors Act 1956 a hotel proprietor may in certain circumstances be liable to make good any loss of or damage to a guest property even though it was not due to any fault of the proprietor or staff of the hotel.

This liability however:

- A) Extends to the property of guests who have engaged sleeping accommodation at the hotel
- B) Is limited to £750 for any one article and a total of £1500 in the case of any one guest, except in the case of property which has been deposited, or offered for deposit, for safe custody
- C) Does not cover motor-cars or other vehicles of any kind or any property left in them, or horses or other live animals

This notice does not constitute an admission either that the act applies to this hotel or that liability thereunder attaches to the proprietor of this hotel in any particular case.

Personal Information

We process your personal information in accordance with our Privacy Policy . Please take the time to read our Privacy Policy.

By providing personal information in connection with a booking you consent to such processing on behalf of you and each guest staying with us under such booking.

Amendments

We reserve the right to change these terms from time to time, according with the Law and business needs. The terms applicable to your booking are those in force on the date of booking. These terms apply from 01 November 2017.