

GENERAL INFORMATION

DEPOSITS & SETTLEMENT OF ACCOUNTS

Non refundable Deposits of £ 25 per person per day are required to secure your reservation i.e. if your stay is for two people for 3 days the deposit required would be £ 150. Normal procedure requires all accommodation accounts to be paid on arrival. If you require an extras account a credit card number pre-authorisation or cash deposit of £100 must be given. **CHEQUES** must be presented at least 14 days and cleared prior to arrival for full pre-payment of the accommodation otherwise cheques cannot be accepted. However if the amount is covered by a cheque guarantee card this is acceptable. Cheques are made payable to Rew Hotels Ltd. **CREDIT CARDS:** Switch, Access, Visa and American Express accepted.

ARRIVAL

Guest rooms are normally available by 2.00 p.m on the day of arrival. Unless notification of late arrival has been given the Management reserve the right to re-let the accommodation not taken up by 4.00 p.m on the arrival date unless a late arrival is advised.

CANCELLATIONS & EARLY DEPARTURES

When cancelled rooms cannot be re-let, the hotel reserves the right to make a charge for the total value of the booking, less one-third for food not consumed. **It is strongly recommended that guests take out Holiday Cancellation Insurance;** details available from the hotel, allowances will not be made for meals not taken.

EXTRAS ACCOUNTS

Bar accounts are available to people who have given a guarantee on their booking with a credit card or Cash deposit to cover any extras required.

CHECK OUT + LATE CHECKOUT

Rooms are to be vacated by 11:00am or another day's accommodation charge may be made. If you require a late check out please contact the Duty Receptionist. A late checkout can be requested of up to 1 hour at a charge of £30 and £15 per hour thereafter. This all depends if there are no new occupants for the said room that day.

DRESS CODES

Hotel Guests are requested to wear smart casual dress in the Hotel Dining Room. The Hotel thanks Gentleman who wish to wear a collar and tie, but we do stress, this is not vital and Best Western Livermead Cliff Hotel want you to relax and enjoy your stay. In Public Areas such as the Bars and Lounges, Guests are asked to wear smart casual dress and in Summer we would ask Guests not to enter Public areas in Swim wear or Gentleman with no clothing on their upper body.

TELEVISION & TELEPHONES

All bedrooms have LCD Free-view colour TV and Radio. All rooms have direct – dial telephones and there is a pay phone located adjacent to the reception desk.

CAR PARKING

BEST WESTERN Livermead Cliff Hotel has a Free Car Park in the Hotel's grounds. Customers cars are parked on Hotel grounds at their own risk, Rew Hotels Limited accept no responsibility for any damage or theft.

SPORT & LEISURE FACILITIES

Whilst Best Western Livermead Cliff does not have any leisure facilities however you can use the facilities of The Livermead House Hotel, which is only 2 minutes walk away (tel. 01803 294361) – Leisure Facilities include a Squash Court, Sauna, Mini Gym, Solarium and Full Size Snooker Table. You can also use Corbyn Head Hotel's outdoor swimming pool opposite.

ENTERTAINMENT

The Livermead Cliff Hotel and it's Sister Hotel's The Livermead House and The Corbyn Head have entertainment throughout the year on certain evenings (depending on season) please ask for details from the reception desk. The Livermead House Hotel also has Ballroom dancing on every Thursday throughout the year in the 1800sq ft. Sprung Regency Ballroom

CHRISTMAS & NEW YEAR

Special programmes are arranged for these holidays, the program is available on request.

VALENTINES, EASTER, SPRING, AUTUMN, HALLOWE'EN & WINTER SHORT BREAKS

Please enquire for our current terms.

RIVIERA CONFERENCE & LEISURE CENTRE

Is only ¼ of a mile from the hotel.

OPTIONAL ½ DAY & FULL DAY COACH EXCURSIONS

Are available throughout the year leaving from The Livermead House Hotel's main entrance with Marine Travel. The Livermead House Hotel is located a short stroll away. Ask the duty receptionist on arrival for details.

DOGS

Well-behaved dogs are accepted in some bedrooms, dogs are forbidden in public areas of the hotel e.g. Restaurant, Bar, Lounge and Poolside. There is also a £10 charge per day for the dog. Meals are not provided. Any damage or additional cleaning needed will be charged for.

NON-SMOKING

The Hotel is completely non-smoking, including all of the bedrooms and balconies. Guests are permitted to smoke in the gardens.

ROOM SERVICE

Drinks to rooms carry a £3.00 charge per tray or journey. Meals or any food items carry a £5.00 charge per tray or journey.

SECURITY

Whilst we do not envisage any problems or theft from your room by way of a break in, we highly recommend you do not leave any valuable belongings in your room. Anything of value (jewellery, cash, credit cards, laptops etc.) may be left in the Safe at Reception. Valuables are left in your hotel room or on hotel premises at your own risk.

BRINGING YOUR OWN DRINKS TO THE HOTEL & CORKAGE

Best Western Livermead Cliff Hotel do not allow the bringing of Drinks into the hotel from outside. If drinks are needed to be purchased outside the hotel and drunk on hotel premises this will carry a corkage charge. Chilling of drinks, providing ice buckets and glasses will also carry a charge. Please contact us to find out the charges regarding corkage etc.



How did you hear about us?

- | | | | |
|-------------------|----------------------------|--------------------------|-----------------------------|
| 1) Recommended | 1 <input type="checkbox"/> | 7) English Riviera Guide | 7 <input type="checkbox"/> |
| 2) Been before | 2 <input type="checkbox"/> | 8) Conference Blue Guide | 8 <input type="checkbox"/> |
| 3) BEST WESTERN | 3 <input type="checkbox"/> | 9) Website | 9 <input type="checkbox"/> |
| 4) AA Hotel Guide | 4 <input type="checkbox"/> | 10) AA Website | 10 <input type="checkbox"/> |
| 5) Teletext | 5 <input type="checkbox"/> | 11) Visit Britain Guide | 11 <input type="checkbox"/> |
| 6) Mail on Sunday | 6 <input type="checkbox"/> | 12) Other Advertisement | 12 <input type="checkbox"/> |
| Other _____ | | | |

NON REFUNDABLE RESERVATION DEPOSIT PAYMENT

FOR THE DEPOSIT PAYMENT PLEASE ALLOW £ 25 PER PERSON PER DAY

Name _____ Switch or Credit Card Number _____

Expiry Date __/__/__ Issue Number ___ Please take £____. __ from my Credit Card / I have enclosed payment by cheque
(Cheque payments are only acceptable if prior to two weeks before arrival)

Signature _____ Date _____

If you enclose your payment by cheque, please write your full name, address and date of arrival on the reverse side of the cheque

VAT Reg No. 142 468 568