



## TERMS & CONDITIONS

### **CANCELLATIONS**

Cancellations can only be made online (if booked online), by phone, fax or email directly to the hotel. Please save the cancellation confirmation number you receive.

#### Reservations

Cancellation policy is by 48 hours prior to 2pm on the day of arrival. In the event of late cancellation or non-arrival your credit card will be charged for one night's accommodation for each room reserved.

#### Advance Purchase Rates

For all Advance Purchase Rate reservations, the room rate for the full duration of the stay and any pre-booked amenities (i.e. dinner, breakfast, wine on arrival, etc.) is charged in full at time of reservation. If you cancel for any reason, attempt to modify this reservation, or do not arrive on your specified check-in date, your payment is non-refundable.

#### Group Bookings

For group bookings of 5 rooms a separate cancellation policy applies, please contact the hotel directly. Group booking deposits are non-refundable.

#### Pre-Booked Amenities/Package Elements

Charges will apply for all additional amenities pre-booked with the reservation even if they are not taken (i.e. breakfast, wine, early-arrival, late check-out). Any unused amenities/package elements are non-transferable and non-refundable.

#### Package Deals

Package deals cancelled within 48 hours of arrival are subject to 100% cancellation charge. This includes all offers/rates with Spa treatments whether booked at time of hotel reservation, as part of a package or separately/at later time.

#### Non-Arrivals

In the event of a non-arrival (no-show), the first night's accommodation charge will be applied to the credit card that was used to guarantee the booking or billed backed to the company where credit facilities are established.

### **RATE RULES & RESTRICTIONS**

At check-in, the front desk will verify your departure date. Rates quoted are based on check-in date and length of stay. Should you choose to depart early price may be subject to change.

All rates are quoted subject to availability and alteration. All discounted rates are limited offers and may be subject to a minimum night stay.

### **GROUP BOOKINGS**

All group bookings require a deposit. For details please contact the reservations department. The amount will be taken from your card at the time of booking and is non-refundable & non-transferable. 50% non-refundable payment is due 4 weeks in advance. The remainder of the balance is due 1 week in advance after which 100% of the payment is non-refundable

### **CHILDREN**

Child rates apply. Cots are available on request but cannot be guaranteed.

Children 0 – 3	Free of charge
Children 4 – 12	€25 per child / night

### **PRE-ARRIVAL DEPOSIT / AUTHORISATION**

If a booking is made using a debit card, 50% of the total price may be charged 48 hours prior to your arrival by the hotel.

If a booking is made using a credit card no payment is charged but a pre-authorisation may be taken 48 hours prior to arrival.

If you have a query about group deposits please contact us. One guest staying in each room must present a valid credit or debit card in their own name on check in to the hotel.

Guests may be required to show a photo identification and credit card upon check-in.

### **NON-SMOKING POLICY**

All bedrooms and public areas at Hotel Kilkenny are non-smoking.

The hotel respectfully requests that guests do not smoke in the rooms and public areas and instead use the dedicated outdoor smoking area.

Anyone found to be smoking or having smoked in a non-smoking room will be subject to a deep-cleaning fee of €100.

### **SECURITY DEPOSIT**

All bookings require a Security Deposit to be paid on arrival in addition to full payment of your accommodation costs. A charge of €50.00 applies which can be paid by a pre-authorisation on a Credit Card or Debit Card or Cash payment. This amount is refunded within 12 hours after your departure. The hotel is not responsible for how long funds take to go back on to the credit/debit card

### **MISCONDUCT AND DAMAGE OF PROPERTY**

In the event of guest's behaviour being unacceptable to Hotel Kilkenny, the Management reserves the right to insist on the offending individual(s) immediate departure. Furthermore, the client undertakes to pay all reasonable costs incurred in making good any breakages or damage to Hotel Kilkenny directly or indirectly from the behaviour or conduct of the guest or the guest's visitors. We reserve the right to make a charge to the guest's credit card in case of damages.

Please be informed that guests are not allowed to have any non-registered guests in their bedrooms at any time.

### **DISCLAIMER**

While every effort has been made to ensure the accuracy of all material on this website the hotel does not accept direct, indirect or consequential liability for loss or damage due any errors or omissions.

**PRIVACY POLICY**

View our privacy policy at [www.hotelkilkenny.ie/privacy.html](http://www.hotelkilkenny.ie/privacy.html)