

BOOKING TERMS & CONDITIONS

Deposits:- A deposit of at least £20 per person is required at the time of making a reservation. Deposits are non refundable or transferable, with the balance of the room being payable by on arrival. Cards or postal payments are accepted. Additional charges will be made for balances being paid by either credit or debit cards, these being £1. Please note that the cardholder who pays the deposit is responsible for all costs involved in the reservation.

Cancellations:- Cancellation within Fourteen days of arrival date will mean no refunds are given and the full balance is taken. Deposits already paid are non refundable.

Non-Arrival of Guests:- Should you have booked a room and paid a deposit and fail to arrive at St James Hotel, we then reserve the right to charge to your credit / debit card the remainder of the full amount that would have been payable had you arrived and fulfilled your booking.

Curtailment:- We are unfortunately unable to refund any charges to guests who decide to reduce the length of their stay after arriving. Changes can made up to twenty-four hours prior to arrival, except that is to reduce the booking to just one nights stay.

Children- Parents are fully responsible for their children at all times and to ensure they do not disturb other guests when staying. All breakages MUST be paid for.

Single Sex bookings- Sorry but we do not accept bookings from groups of 3 or more of same sex parties. We are gay friendly and welcome couples.

Non Residents- We do not welcome non residents and we ask guest not to bring back a member of public who is not staying with us.

Zero Tolerance- We do not tolerate and verbal or physical abuse. We also have a Zero Tolerance of drug taking. Anyone found in breach of these actions will be asked to leave and in certain circumstances will be reported to the Police.

Arrival & Departure:- Rooms will generally be made available from 2pm on the day of arrival with check-out being by 10.30am on the day of departure. Late checkouts will be charged extra.

Payment:- Any balance due on the reservation must be paid on arrival. You must pay any other money owing before departure. If you fail to do so, we will take any action necessary to recover any money due including any legal costs. We reserve the right to use your credit or debit card without further request if necessary.

Hotel Property:- Please check you are happy with the condition of your room(s) on arrival, which are prepared to a high standard. If you notice any damage or missing items in your room you must inform us immediately. We reserve the right to charge you for the full cost of repairing or replacing any loss or damage that you or your party cause to St. James Hotel property during your stay. The credit or debit card of the person who made the booking will be charged accordingly.

Smoking Policy:- All rooms are non-smoking therefore smoking is not permitted inside the property including inside bedrooms or bathrooms. Anyone found smoking will be asked to leave and will be charged an additional day's tariff as we are not allowed to re-let the room for a further 24 hours.

Insurance:- It is advisable to take out UK holiday insurance so that you are covered for cancellation, curtailment, personal baggage, valuables and cash, as we will not be held responsible for any of the above.

Complaints Procedure:- In the unfortunate event of a complaint, please bring it to our attention during your stay in order for us to try to rectify the problem. If the problem has not been solved satisfactorily then you may write or e-mail St James Hotel- with full details and we will investigate the matter further.

Parking - The car park is on a first come first served basis and when full it is up to the guests to find alternative locally available car parking.

St James Hotel 246 North Promenade Blackpool FY1 1RZ Tel: 01253 623217