

## Terms & Conditions for The Residence at the Mandolay Hotel

Thank you for choosing The Residence at the Mandolay Hotel. All bookings are subject to these terms and conditions. Please ensure all parties involved in the booking (e.g., agents, bookers, and guests) have read and understood this document. For clarification, feel free to contact us before your arrival.

### 1. Booking Terms

- **Rates & Utilities:** All rates are in GBP, inclusive of utilities (e.g., council tax, TV license, Wi-Fi, and weekly housekeeping for stays over one week). Excessive electricity usage may incur additional charges under the fair usage policy.
- **Booking Confirmation:** A reservation is confirmed only after payment is received and you have been issued a booking confirmation.
- **Guest Information:** Names, contact details, and the age of all guests must be provided during booking. A valid credit card is required for security and potential additional charges.
- **Accuracy:** Guests must check the accuracy of the booking confirmation upon receipt. Errors must be reported immediately. The Residence reserves the right to amend errors within seven days of issuance or 24 hours before the arrival date (whichever is sooner).

### 2. Payment Terms

- Full payment for the first 28 days is required at booking. For extended stays, subsequent payments are due 14 days before arrival.
- If payment does not reach us at the required time we reserve the right to suspend or cancel any booking made.
- Late payments incur interest at 4% above the Bank of England base rate.
- A pre-authorisation **breakage deposit** of £150 per stay may be held until check-out to cover damages or additional costs.

### 3. Optional Extras

- **Breakage Deposit:** £150 per stay, refundable at check-out.
- **Cot Fee:** £8 per night.
- **Rollaway Bed Fee:** £15 per night.
- **Additional Housekeeping:** Weekly housekeeping (linens and towels) is included, but additional services are available at £30 per cleaning.
- **Parking:** Secure onsite parking is available for £15 per night, reduced from £20.

#### 4. Security & Damage

- A refundable **security deposit** of £150 may be required at check-in. Deductions will be made for damages, excessive cleaning, or non-compliance with terms (e.g., unauthorised guests or smoking).
- Damages must be reported promptly. Charges include lost revenue for uninhabitable apartments during repairs.

#### 5. Check-in/Check-out

- Check-in is from **3 pm**, and check-out is by **11 am**. Early check-ins and late check-outs may be arranged subject to availability and additional charges.

#### 6. Amendments & Cancellations

- Amendments are subject to availability and must be requested in writing. Extensions are accommodated wherever possible.
- **Cancellation Policy:** Cancellations must be made in writing:
  - Individual bookings: 28 days' notice required.
  - Non-arrivals or late cancellations are non-refundable.

#### 7. Guest Conduct

- Smoking is prohibited in all apartments. A **£250 fine** applies for violations, alongside cleaning and repair costs.
- Noise levels must be kept low between **10 pm and 8 am**. Parties or disruptive behaviour may result in eviction without a refund.
- Non-residents will not be allowed access after 11pm and we operate a strict no party policy.
- Guests are responsible for their visitors and must not exceed the apartment's maximum occupancy.

#### 8. Age Restrictions

- Non-corporate bookings may not be accepted from any paying guests under the age of 25. Proof of identification and date of birth may be requested on arrival and if not presented on request, we reserve the right to cancel the booking.

#### 8. Liability

- The Mandolay is not liable for personal belongings or injuries sustained during the stay. Travel insurance, including contents cover, is highly recommended.
- Refunds are not available for service interruptions (e.g., power or Wi-Fi outages) caused by unforeseen circumstances.

## 9. Facilities & Services

- Weekly housekeeping is included, providing linen, towel changes light dusting/hooverying and not designed to be a guests personal deep cleaning, so please give consideration to the housekeeping team
- Additional cleaning services are available from **£30 per cleaning**.
- If in our opinion, further professional cleaning due to smoking, upholstery or carpet cleaning is required due to spillages this will also be charged in addition to the cleaning fee as per the quotation or a minimum of £120.
- Parking must be pre-arranged. Vehicles are parked at the owner's risk.

## 10. Acceptance of Terms

By making a booking or occupying an apartment, you accept these terms and conditions. Breaches may result in immediate termination of your stay without refund.

Thank you for selecting **The Residence at the Mandolay Hotel, Guildford**. We look forward to making your stay comfortable and enjoyable.

For further queries, contact our guest services team.

# MANDOLAY

One Unique Hotel  
Infinite Possibilities