



DOWER HOUSE HOTEL

Terms & Conditions

Rates & Payment

1. The rate for each room is as published on our reservation system, the websites of our distribution partners or, in the case of a telephone booking, as advised to guests at the time of booking.
2. In order for bookings to be confirmed a deposit for the first night's stay is required unless informed otherwise by the distribution partner website or in an email from the hotel.

Check in and Check out

1. Check in is after 4pm on the day of arrival.
2. Check out is by 11am on the day of departure.
3. Variations from these times must be agreed with hotel management.

Rooms

1. Any special requirements should be made prior to arrival. Hotel management will try and accommodate any requests during your stay but to avoid disappointment it is preferable if any special requests are made in advance of your stay.
2. Dogs are permitted in most hotel rooms but must not be left unattended at any time and an additional charge to cover cleaning costs is required. Dogs are not permitted in the French Lieutenant's Suite or the Austen Suite. An evening dog sitting service can be provided by prior arrangement.
3. Children under the age of 18 are not permitted to stay alone in the hotel overnight. By prior arrangement with hotel management babysitting can be arranged for evenings but not overnight.

4. Smoking is not permitted in any rooms or any other areas inside the hotel. Additional cleaning costs may be passed on to guests at management's discretion if smoking takes place inside the hotel. Ash trays are provided on the decking area at the rear of the bar for smoker's convenience.
5. All reasonable precautions must be taken to avoid damage to the hotel or any items within it. Guests are requested to bring any accidental damage to management's attention. A reasonable estimate of the cost of any malicious, wilful or negligent damage to the hotel or any hotel property will be charged to guests on departure.
6. All room keys must be returned on check out. In the event that keys are not returned guests are requested to contact the hotel and make arrangements for keys to be returned at the earliest opportunity. Guests may be charged for replacements if keys are either lost or not returned.

Swimming Pool

1. The pool is available for guests to use in the summer months of June, July, August and September. In addition it is management's intention to open the pool during May and October but this is weather dependant and cannot be guaranteed.
2. Use of the pool is available to all guests between the hours of 11:30am and 4pm unless agreed otherwise with hotel management. Guests staying in the ground floor Anning Suite can use the pool from 7am until 9pm. All guests using the pool are requested to respect the peaceful enjoyment of the hotel by other guests not using the pool at all times.
3. Guests are advised to not use the pool alone for safety reasons as no life guard is present. Guests who use the pool alone do so at their own risk.
4. Children under the age of 14 must be accompanied by an adult at all times when using the pool.

Cancellation

1. Bookings must be cancelled at least 21 days before the arrival date to avoid being charged for the duration of the stay. Deposits made will be returned if cancellation takes place more than 21 days before the confirmed arrival date.
2. If bookings are cancelled less than 21 days before the arrival date hotel management will attempt to resell the cancelled room and, if able to resell it will refund any deposits made up to the amount received from the resale of the room. If the room is not able to be resold then a full charge for the duration of the stay will be made.
3. Bookings can be changed but deposits cannot be returned if the change takes place within 21 days of arrival and the room cannot be resold.