



MARINE HOTEL
BALLYCASTLE

Terms, Conditions & Cancellation Policy

Please carefully read our terms, conditions and cancellation policy prior to your stay. If you have any questions about the information highlighted below, please contact us by calling 028 2076 2222 (extension 1) or by emailing reception@marinehotelballycastle.com

Checking in and checking out

- Your accommodation will be available **from 3pm**
- We won't push you out the door but our check out time is **11am**. You can extend your stay for £15.00 per hour. Please note; late check outs are subject to availability. Please contact our reservations team to enquire. Late check out fees apply.

Payment

- The guest will be charged any outstanding balance on arrival.

Advanced Purchase Bookings – 100% prepayment at time of booking which is non-refundable

Additional guests

- The hotel must be informed prior to arrival of any additional guests which must be approved and paid for before the stay commences.

Cancellation Policy

- The guest can cancel free of charge up until 7 days before arrival. The guest will be charged the total amount of the reservation if they cancel within the 7 day period.
- The hotel reserves the right to cancel a reservation at any time due to circumstances out of its control.

No-Show Policy

- If you do not arrive on the scheduled check-in date without prior notice, you will be charged the full amount of the reservation.

Changes to your reservation

- Changes to your reservation are subject to availability and may incur additional charges. Please contact us as soon as possible if you need to amend your booking.

Services during your stay

- We operate a pay-as-you-go service throughout our food and beverage outlets. Credit facilities are unavailable (room charges, tabs etc.)

Damages

- Our housekeeping team inspect all rooms on guest departure. Any damage to hotel property, whether accidental or willful, is the responsibility of the registered guest for each particular room. Any costs associated with repairs and/or replacement will be charged to the credit/debit card of the registered guest. Should you discover any accidental damage, please report it to the front desk.

Liability

- Marine Hotel Ballycastle is not liable for any loss or damage to personal belongings. Guests are advised to take care of their valuables.

Non Smoking

- The hotel operates a non smoking policy throughout the hotel. All our bedrooms including balcony rooms are non smoking. Should there be evidence of smoking found in a room, £100 will be charged to the credit/debit card on file.

Carparking

- There is a privately managed carpark to the rear of the hotel. Please take note of signage within the carpark with full terms and conditions of the duration of your stay. This carpark is not the responsibility of Marine Hotel Ballycastle. The carpark is 60p per hour or £6 per 24 hours. There is ample free parking available across Ballycastle seafront including directly across the road from the main hotel entrance. This may be subject to change.

Special Requests

- We will do our best to accommodate special requests (e.g., room preferences etc), but they cannot always be guaranteed.

Food & Beverages

- Only food and drinks purchased on-site may be consumed in the hotel. This policy does not apply to baby food. Should you require use of fridges to store baby foods, please speak with front desk.

Pet Policy

- We are a pet friendly hotel and have a number of designated rooms which accommodate your pet. We include a dog welcome basket in the room on arrival. We accept well behaved, clean and trained dogs. It is the owners responsibility to ensure their pet is well exercised during their stay. For more information on house rules, please visit marinehotelballycastle.com/dogfriendly