

# Terms & Conditions

Policy date:	16 February 2026	
Date of next review:	by 16 February 2027	
Authored & approved by:	DB, KAB, KGM	
Intended for:	[Potential] Guests, Visitors	
Location (tick as appropriate):	Websites	✓
	Reception	✓
	Management Folders	✓
	Company Computers	✓

## **1. Definitions**

Our structure is formed of two sister companies. This document covers both legal entities.

### **“We”, “Company”, “Our”, “Us” means:**

Isle of Wight Hotels Ltd, a company registered in England and Wales, registration number: 01812172 with its registered office at or being Sandringham Hotel, Esplanade, Sandown, Isle of Wight, PO36 8AH. VAT registration number: 411 3513 08.

Sandringham Hotels (Isle of Wight) Limited, a company registered in England and Wales, registration number: 01303729 with its registered office at or being Sandringham Hotel, Esplanade, Sandown, Isle of Wight, PO36 8AH. VAT registration number: 108 8914 51.

and any subsidiaries companies.

### **“Business”, “Property”, “Premises”, “Accommodation” means:**

Sandringham Hotel, Esplanade, Sandown, Isle of Wight, PO36 8AH  
 Sandringham Hotel trading as Regent Court, Sandown, Isle of Wight, PO36 8AH  
 Sandringham Hotel trading as Bay View, Sandown, Isle of Wight, PO36 8AH  
 Calverts Hotel, 27-29 Quay Street, Newport, Isle of Wight, PO30 5BA  
 Sandown Hotel, 1-3 Culver Parade, Sandown, Isle of Wight, PO36 8AS  
 Clifton Seafront Apartments, C/o Sandringham Hotel, Sandown, Isle of Wight, PO36 8AH  
 Royal York Hotel, 67 George Street, Ryde, Isle of Wight, PO33 2ES  
 Grand Hotel, Culver Parade, Sandown, Isle of Wight, PO36 8QA

and other assets including bars, clubs, venues, facilities or other unspecific function rooms.

### **“You”, “Your”, “Client”, “Guest”, “Occupier”, “Consumer” means:**

The person(s) entering into the contract, the lead booker and/or payer, guest(s) occupying accommodation or any other persons / organisations listed on a reservation, receipt, invoice or reservation clerk’s booking notes.

### **“Site”, “Website”, “Page” means:**

[www.sandringhamhotel.co.uk](http://www.sandringhamhotel.co.uk); [www.calvertshotel.co.uk](http://www.calvertshotel.co.uk); [www.sandownhotel.co.uk](http://www.sandownhotel.co.uk);  
[www.cliftonseafontapartments.co.uk](http://www.cliftonseafontapartments.co.uk); and/or: [isleofwight.info](http://isleofwight.info)

And all URLs, pages and sub links.

### **“Last minute” means:**

Reservations, requests, or extras/add-ons selected or made within 24 hours of the arrival date.

### **“No show”, “Early departure” means:**

Cancellation – by you.

## **2. Introduction**

### **Scope:**

This document, together with our privacy and data policy, provides information about us and the legal terms and conditions relating to a reservation/booking for accommodation with us. [Accommodation] made via our direct website, any application linked to it, including third-party online booking channels/websites.

Excludes bookings made by a travel agency or firm reselling our accommodation to form a holiday package – there will be a separate tailored contract in place for our sale of accommodation to you. Excludes consumer bookings made through said travel agencies or companies – your contract will be with the firm you booked with.

We do not sell packaged holidays or experiences. We sell accommodation with some optional extras at the time of booking such as discounted ferry travel, meals or early check-ins/outs.

Please ensure that you read and understand this document thoroughly prior to booking. These terms and conditions will apply to any contract for accommodation booked by you. You will not be permitted to proceed with a booking if you do not accept and bound to these terms and conditions.

### **Contacting us:**

All contact should be directed by email to [info@iwhotels.co.uk](mailto:info@iwhotels.co.uk), by phone on 01983 405555, or by post to our registered office address (above).

### **Contacting you:**

If we need to contact you or to give you notice in writing we will do so by email, by phone or by post – to the details you provide us with at the time of booking your accommodation.

### **Breach of contract will result in:**

Immediate cancellation or refusal of your reservation and (if appropriate) removal of you and your guests from the premises.

Removal of your belongings from the accommodation to impound them.

Refuse future or upcoming reservation(s) for an indefinite time period and refuse you entry at any other property/business owned by or operated by us.

Retain all or any sums of money paid by you to us. The company will not be liable for any refund or compensation in such circumstances.

### **Our rights:**

We reserve the right to amend, retract or withdraw these terms and conditions at any time and for any reason; you should therefore check them every time you book accommodation.

You are able to document, print or save a copy of this document for your reference.

### **3. Our accommodation contract with you**

#### **Booking process / Pre-confirmation:**

At the date of this document, we accept reservations for accommodation through the following channels: Our website (Freetobook / booking-directly.com); Telephone; Email; Booking.com; Airbnb; Visit Isle of Wight.

The lead booker, payer and/or person(s) accepting these terms must be at least 18 years of age. At least one adult (18+) must be present in the accommodation (each room/unit). More information on ages can be found in section 11.

#### **Confirmation of booking:**

Our acceptance of booking will take place when we email you your booking confirmation, issuing you with a unique booking confirmation number (starting MTB, WTB, XTB or CTB only), at which point an accommodation contract (this document) will come into existence between you and us.

#### **Non-acceptance of booking:**

If we are unable to accept or confirm your booking within 48 hours, we will inform you of this by email or by phone and will not charge you. If payment has been processed automatically, we will issue you a full refund within 5-7 working days.

E&OE. This could be because the accommodation is [now] unavailable, because of a computer or human error, unexpected limits on our resources which we could not reasonably plan for, because we did not receive your payment or pre-authorisation for payment, or because of a previous breach of our terms and conditions – current or past versions.

#### **Your accommodation:**

May vary slightly to the images you have seen online or on our website – these are for illustrative purposes only but are not mis-advertised; the layout or furniture may differ, for example. We reserve the right to amend or update information and descriptions of accommodation and products at any time and for any reason.

We do not guarantee the accuracy of descriptions or facilities listed on third-party booking sites (e.g. Booking.com because we are not in full control of said sites. Our [direct] website is always the accurate and up-to-date source for information and facilities etc.

You or the members of your group must not resell or transfer your reservation (or any part of it); nor advertise, market or otherwise offer any of our accommodation for sale either on its own or as part of a combined offer.

**Special requests and additional requirements:**

We will endeavour to accommodate your request(s). If you have any special requests or additional mobility, dietary or other important need you must book direct (our website, telephone, email) or make contact with by email prior to booking. This is to ensure everything is ready for you and to your satisfaction when you arrive.

We cannot and do not guarantee any request or requirement. If we cannot accommodate you or your guest(s) due to a request or requirement, we will contact you within 48 hours of booking to cancel – see section 7. If you book last-minute or arrive having not declared a request or requirement, we cannot guarantee that we will be able to accommodate you, your guest(s) and/or your requests.

**Walk-ins and last-minute reservations:**

We accept walk-ins, last minute and same day reservations online up until 23:00, and 24 hours a day at reception.

From you we will require a form of valid (in-date) photographic ID – see section 11 – and a payment card – even if you choose to pay by cash. The company reserves the right to hold these details or a pre-authorisation amount until your departure.

Requests and extras, including dietary and room requirements, and ferry travel cannot be guaranteed for last minute reservation. If you have a request, please ensure you book well in advance.

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## **4. Payment / Deposit**

### **Room/unit rates:**

Prices are per room/unit, per night, and are inclusive of all taxes and value added tax (“VAT”) at the applicable rate as at the time of your reservation.

Prices are subject to change – our booking system is live and adaptive based on availability and demand. Any prices quoted to you by phone or in an email are strictly ‘at the time of enquiry’ and are subject to change, unless otherwise stated in writing. Availability of accommodation is on a first come, first served basis; we cannot guarantee you accommodation without issuing you with a confirmation and without payment or a deposit.

Please check that the details of your reservation are fully complete and accurate before you confirm your reservation, and that you are happy prior to proceeding to payment.

### **Booking deposit:**

Unless agreed by us in writing, a non-refundable deposit equal to the full amount of the booking is required to reserve the accommodation and to confirm your reservation. Your reservation will not be confirmed until payment has been received as per our generic (these) terms, or as per our agreement with you in writing. Please note that this is non-refundable if you cancel or do not arrive as planned for your booked accommodation – see section 7.

All persons occupying [the] accommodation over 2 years of age must be paid for – by means of not exceeding the capacity the accommodation (room/unit) you selected allows or sleeps or for how many guests you have booked for. We reserve the right to refuse your booking, without a refund or reimbursement, if you arrive with additional undeclared person – see section 7.

If you arrive with additional (undeclared) guests, we will endeavour to give you the opportunity to pay the additional person supplement or the cost difference for a room upgrade. If we do not have the accommodation for your additional undeclared guest, they will not be permitted to stay; at this point if you choose to cancel or refuse the accommodation you will not be due a refund or reduction as you are in breach of the contract – see section 7.

At the date of this document, we accept payment on our website or by phone via the following methods, with the help of our preferred payment partners ‘Stripe’ and ‘Dojo’:

- Visa Debit/Credit/Corporate/Charge
- Mastercard Debit/Credit/Corporate/Charge
- American Express
- Maestro
- Apple/Google Pay (linked to one of your card types above)

Or you can make payment by an electronic transfer direct into our bank account – please contact us to request this option. We always recommend payments are made via credit card to ensure your consumer rights are protected. Our bank details are:

- Lloyds Bank Plc                      Sort code: 30-97-42                      Account number: 00845xxx

At the date of this document, we do not accept payment by:

- Cheque
- PayPal
- Link
- Klarna / ClearPay etc.
- Any currency other than GBP

We reserve the right to hold a token linked to your payment card until your departure date. See our privacy and data policy for more information.

Should your payment decline, we will endeavour to contact you to ascertain the correct information – this will usually involve sending you a secure payment link by email. Should we be unable to reach you, or should your payment decline on a further occasion, your reservation will be cancelled as outlined under ‘Our right to cancel’ section 7.

#### **Optional extras, add-ons and fees:**

Meals, ferry travel and other optional extras are not included in the base or accommodation price shown on any channel or booking method. You can add extras to your reservation during the booking process on our website, by phone or by email.

All and any accommodation booked through third party booking websites (e.g. Booking.com) are strictly accommodation only and do not include any extras, add-ons or ferry offers by default.

You can contact us to enquire about adding something onto an existing reservation however, this is not guaranteed and remains fully at the discretion of the reservation clerk at the time of your contact with us.

Ferry tickets will not be issued to you until such time that full payment (or the agreed deposit amount) have been received and cleared in our bank account.

Your balance must be settled at, or before, your departure – including any unpaid food or drink, fees or damages.

#### **Reservations made via a third-party:**

If you made your reservation through a third-party agency or booking website (e.g. Booking.com) the payment terms are as listed on our listing on their site and/or on your confirmation email from them – contact your booking provider first for advice. *We pay commission on these reservations so you may not get the best deal – we always recommend you book direct.*

If you booked accommodation with or through a holiday provider payment will be due direct to them, as you will be bound to their payment terms, unless otherwise stated or agreed prior.

**Walk-ins and last-minute reservations:**

Payment for the accommodation will be taken in full prior to you occupying the accommodation – our accepted methods of payment are listed above; in addition to these we are able to accept the following during the hours of 08:00 and 20:00:

- Cash (current legal currency – Bank of England, Royal Bank of Scotland, Bank of Scotland, Clydesdale Bank or National Westminster Bank trading as Ulster Bank only).
- Coins (current legal tender – Royal Mint only).

Cash payments are not accepted during the hours of 20:00 and 08:00 for the safety of our employees, whom additionally do not have access to cash or a float.

**Our rights:**

Goods and services remain the property of the company until such time that your booking balance and account have been settled in full.

As per section 2 'Breach of contract': We reserve the right to cancel/suspend your ferry travel and/or impound your assets (including luggage and motor vehicles stored on our property) if your booking balance and account are not settled by your departure date; this includes any fees, extras, damages and unreturned keys and property belonging to the company.

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## **5. Groups**

An enquiry / reservation consisting of six rooms or more is usually considered to be a group booking. If you wish to make a group booking, please do not book online – kindly telephone or email our groups team, as this could affect your right(s) to cancel.

We do not accept stag or hen parties. We may make an exception for other single sex groups.

Terms and conditions for groups booking are as stated on the pro-forma, booking confirmation, or in written email or postal correspondence from us – please refer to this or get in touch with our group reservations team. If specific terms are not stated then your reservation is bound to this document, its terms and conditions.

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## **6. Promotions, offers and specials**

We [may] decide to run specials, offers, deals and promotions for accommodation and/or extras (ferry travel tickets, for example) including those advertised as 'limited time'.

Offers cannot be used in conjunction with one another, unless specifically stated, and are subject to a variety of conditions on a per offer basis: including but not limited to season, dates of arrival, departure and booking and the number of people. You should always check the terms and conditions listed on the means of advert (online, banner/flyer, e-newsletter etc) or contact us for information – terms are always detailed on the offers page of our website.

If you have a promotional '*Promo*' code to use, this can only be utilised when making a reservation over the telephone or on our direct booking site (booking-directly.com).

### **Exclusions:**

Promotional codes or offers cannot be taken advantage of, or added on, after the reservation has been confirmed – including if you attempt to cancel and re-book. Cancellation conditions will apply as usual (see section 7) and as per your booking confirmation.

Offers and/or promotions cannot be used in conjunction with each other, unless otherwise stated.

Offers are for direct reservations only – made on our website or with us by phone or email. Excludes reservations made with a third-party agency or site. Third parties may conduct their own offers including our business or listing – we have no control nor responsibility over these.

### **Our rights:**

The company reserves the right to suspend or cancel offers and promotional/discount codes at any time – including before the advertised end date – and without a reason.

We reserve the right to void the offer – charge you the full amount for accommodation, an extra, or for ferry travel – if you are in breach of any of our terms and conditions or if an amendment causes you to become ineligible for said offer.

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## **7. Cancellations**

### **How to cancel:**

If you booked direct (on our website, by phone, by email or in-person): send us an email or write to us. As per our privacy policy only the lead guest can cancel a reservation. A guest named guest on a room/unit on a reservation cannot make a request to cancel. We cannot accept cancellations verbally in-person or by telephone. All requests must be must in writing to us, by email or in writing to our registered office address.

If you booked via a third-party booking site (Booking.com etc.): contact them initially.

If you booked via a group or holiday organiser: contact them – your contract is not with us.

### **Cancellation by you including no shows and early departures - charges:**

a) Accommodation: Unless otherwise stated in writing, your reservation is non-refundable – you will be charged 100% of the booking value in the event you cancel. Your cancellation policy is stated on your email or booking confirmation.

b) Ferry travel booked by us: Any travel arrangements organised, booked and paid for by us are fully non-refundable – you will be charged 100% of the booking value in the event you cancel either the ferry ticket or your entire reservation.

c) Meals: If you have prepaid for any meals with us, we accept cancellations up to 24 hours prior – you will be charged 0% of the value in the event you cancel. If you cancel within 24 hours you will be charged 100%.

d) Extras: If you decide you do not want or need one or more of the chosen additional extras (early check-in/out, cot, dog etc.) these fall under accommodation and are therefore non-refundable unless otherwise stated – you will be charged 100% of the value if you remove an extra or cancel your whole booking.

### **Cancellation by us – your breach of contract:**

We may cancel your reservation at any time and with immediate effect if: -

- You do not pay us when required to do so, as per the payment terms.
- If your payment declines and/or we are unable to contact you.
- If you are unable to provide the correct details to us to authorise payment.
- If there is a fraud risk.
- If you fail to provide, when requested, your valid photographic ID upon check-in.
- You are in breach of the contract (these terms and conditions).
- You have previously been refused due to a breach of contract – see section 3.

### **Cancellation by us – miscellaneous reasons:**

If we cancel your reservation for another reason, such as double booking, computer or human error, or due to a lack of available resources, we will refund you in full within 5-7 working days or offer you alternative dates or accommodation at another one of our businesses.

If you have booked and paid for an optional extra such as a dog, cot or early check-in / late check-out and we are unable to accommodate this request or add-on, we will contact you to inform you at the earliest opportunity (usually just after booking) and refund you this amount within 5-7 working days.

No compensation, goodwill gesture or additional refund will be due.

### **Cancellation by us – events outside our control:**

If an event outside of our control – such as explosion, fire, flooding, failure of power and/or water supplies or emergency evacuation – means that we are unable to make your accommodation available to you, we will contact you as soon as possible to let you know and:

Refund your payment or:

Offer you a stay at alternative dates to suit you or:

Offer you a stay at one of our other businesses/premises, based on availability.

No compensation, goodwill gesture or additional refund will be due.

### **Your rights:**

If you book directly with us directly (over the telephone, by email, or on our website) at the time of booking you are offered a cancellation cover / flexi booking option. For an additional fee, you can cover yourself up to 12 days prior to arrival and receive a refund of 90% of the accommodation, board rate and extras/add-ons – **excluding ferry travel** – should you wish/need to cancel for any reason. If you opt not to add cancellation cover or a flexible booking plan on to your reservation, no refund will be due.

We recommend you take out your own travel insurance policy – in the event you need to cancel, contact us and we will provide you with a cancellation confirmation for you to provide to your insurance company.

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## **8. Amendments**

### **How to amend:**

If you booked direct (on our website, by phone, by email or in-person): send us an email or write to us. As per our privacy policy only the lead guest can amend a reservation. A guest named guest on a room/unit on a reservation cannot make a request for amendment. We cannot accept amendment requests verbally in-person or by telephone. All requests must be made in writing to us, by email or in writing to our registered office address.

If you booked via a third-party booking site (Booking.com etc.): contact them initially.

If you booked via a group or holiday organiser: contact them – your contract is not with us.

We cannot guarantee any amendments.

### **Amendments by you:**

Reservations including ferry travel tickets are non-amendable however:

You are welcome to add additional rooms or guests to your reservation, subject to availability and any price increases or differences due.

### **Altering your booking date(s):**

If we have availability, we may be able to change the dates of your reservation on a single occasion, subject to a different rate or a price increase.

### **Ferry travel (booked by us):**

If we booked / organised your ferry travel and you wish to amend your sailing times you must contact us by e-mail, by post, by telephone or see us in person. The ferry operator cannot liaise with you directly. Amendments must be requested at least 24 hours prior to your booked sailing time, after this it is fully non-amendable.

### **Our rights:**

We reserve the right to charge an admin fee for any amendments which can be made.

If new or superseding terms and conditions have been implemented since you booked, your reservation will now also fall in-line with the new terms and conditions if the amendment is successful and upon receiving your revised booking confirmation.

## **9. Ferry travel (booked by us)**

The company's chosen "ferry operator" means Red Funnel. Car ferry travel will only be outward from Southampton to East Cowes and returning from East Cowes to Southampton. Passenger ferry travel will only be outward from Southampton to [West] Cowes and returning from [West] Cowes to Southampton.

Our discounted prices or ferry offers advertised and available to add-on online are for cars – under 2.7m in height and 5.5m in length excluding roof boxes and trailers – and foot passengers. We can assist you with booking a commercial or larger vehicle on the ferry at a heavily discounted price – get in touch with us by email or phone. Ferry prices are strictly 'at the time of enquiry/booking' and are subject to change and sailing availability.

We will send you your e-ticket by email after payment has been confirmed. You must always check the e-ticket as soon as you receive it to ensure that you're aware of the particulars. It is your responsibility to do this.

You must arrive at least half an hour prior to your booked sailing time – on both legs. The sailing time is usually 1 hour, each way. The company has no responsibility for ferry sailings that are delayed, cancelled or re-scheduled and/or if the timetable is changed by the ferry operator.

The ferry ticket can and will only be booked as per your booking – mirroring your arrival and departure dates and number of guests. We and the ferry operator reserve the right to charge you an additional fee if you fail to inform us in advance of the correct type/size of vehicle or number of passengers travelling.

The ferry operator will not be able to liaise with you regarding amendments or cancellations to ferry travel we booked for you – see sections 7 and 8.

You or the members of your group must not resell or transfer your ferry ticket nor advertise, market or otherwise offer sale of our ferry travel, either on its own or as part of a combined offer.

Sailing times are available on a first come, first served basis by the ferry operator. The time(s) you request may not be the ones you get. Always contact us to book your ferry travel well in advance. Ferry travel cannot be guaranteed for last minute bookings.

Any free, or inclusive, ferry offers which may be offered or advertised during the season are subject to the terms advertised on our website – including number of nights booked; the company is not responsible for last minute travel arrangements nor missing, misreading or misinterpreting said terms.

The company reserves the right to refuse you a ferry booking, or cease the offering of ferry travel altogether, at any time and without reason – thus you will need to book your own in this event.

## **10. Pets (Dogs)**

We welcome well-behaved and house-trained dogs in certain rooms/units for a small one-off fee for your stay – per dog, per reservation:

Your reservation must be made with us directly, on our website (Freetobook / booking-directly.com), by email or by phone.

Your dog must be over 12 months old, fully house / toilet trained, up to date with their vaccinations and have had recent flea and worming control treatment. We reserve the right to request proof of this prior to or upon your arrival.

We do not accept dog breeds specified under ‘The Dangerous Dogs Act 1991’ or ‘The Dangerous Dogs (Exemption Schemes and Miscellaneous Provisions) (England and Wales) (Amendment) Order 2024’.

We can accommodate no more than two dogs in each room/unit.

We do not accept any bitches that are in season or that are pregnant.

Dogs are not to be left unattended at any time and be kept on their lead, have a collar on and be under your control whilst in public areas of the property; they are not permitted into the dining room.

You’ll need to provide bedding, food and water bowls for your dog.

In the event that your dog should attack, bite or cause injury or harm to another guest: the company, its executives, representatives and colleagues will accept no responsibility; we reserve the right to pass your contact details and information to both the guest that has been injured and to the local police.

Any damages or additional cleaning (chewing etc) must be paid for prior to your departure.

We do not accept any other species of animal.

The company reserve the right to refuse your booking if the above conditions are not met, including if you arrive without declaring in advance that you’re bringing your dog(s).

**Assistance / guide dogs are accepted free of charge and are not subject to all of these terms, but please do let us know prior to your arrival. Assistance dogs are permitted in all areas of the hotel.**

## **11. House Rules & Miscellaneous**

### **Check-in:**

Your accommodation is valid from 16:00 on the date of your arrival. You may be able to check-in earlier than this if the accommodation is ready – we reserve the right to charge for early check-ins.

Under the Immigration (Hotel Records) Order 1972 we will require you to formally register, either online prior to your arrival or upon your arrival – this can be completed digitally or physically can be subject to inspection from UK customs and immigration officers on demand. These are stored in-line with our privacy and data policy (retentions).

We reserve the right to charge you a temporary security deposit or pre-authorise your payment card whilst occupying the accommodation, refundable within 2-3 working days after you depart.

You (or the lead guest) must be present and must have with them the payment card used and valid (in-date) photographic ID:

- UK / Channel Islands / EU Driving Licence (full or provisional)
- Passport (of any country)
- Personal Licence (issued by a UK Local Authority)
- Military Identity Card (issued by MOD)
- National Identity Card (EEA states)
- Biometric Immigration Document

### **Check-out:**

Your accommodation is valid until 10:30 on the date of your departure. You may be able to check-out later than this subject to availability and upon request to reception – we reserve the right to charge for late check-outs. If you check-out later than this without informing reception, £50 will automatically be charged to your account.

If you would like to extend your stay, please see us at reception in the evening before your departure to discuss and agree, make another reservation online, or telephone us.

### **Occupancy:**

The total number of persons coming with you, including children over 2 years of age, must not exceed the capacity the accommodation allows. Please check your booking confirmation carefully for this information.

Infants or children under 2 years old must have a cot or other sleeping arrangement. We can provide one for you with 24 hours' notice prior to your arrival, or you can provide your own.

At least one adult (18+) must occupy the accommodation – each room/unit.

Children (under the age of 18) must not be left unsupervised on the premises at any time.

**Behaviour etc.:**

Prohibited use of the accommodation:

- For the purposes of conducting business of any kind.
- Do anything which is a breach of English law.
- Allow any person to use or stay at the accommodation other than those named on your booking confirmation.
- Conduct anti-social activities, including excessive noise or rude language.
- Re-let or sub-let the accommodation.
- Breach any health and safety or security procedures notified to you from time to time or as signposted or left in your room/unit.

Our team will not and do not accept poor, rude or abusive behaviour; you will be asked to vacate the accommodation immediately, or at the earliest opportunity, under our right to cancel.

We will not permit access to our premises to those who are under the influence of excess alcohol or illegal narcotics / drugs. Controlled substances which are prescribed to you by your GP and to be stored on the premises must be approved by the general manager prior to your arrival.

We wish for your visit to be enjoyable for everyone. We will ask you to leave immediately, or at the earliest opportunity, if we feel you may spoil another guests' stay or cause a disturbance.

Smoking and vaping is not permitted anywhere on the property, including balconies or terraces. Smoking in a public building is illegal under 'The Smoke-free (Premises and Enforcement) Regulations) 2006'.

We (the server) reserve the right under the Licencing Act 2003 to refuse you sale of alcohol on behalf of the designated premises supervisor. We have a Check-21 policy in place and will require photo ID from you prior to the sale of alcohol.

**Safety:**

You must not tamper with the fire alarm, firefighting, or emergency systems/equipment in place:

Tampering with the smoke detector or any other emergency systems/equipment in the accommodation (covering or removal of detector etc) will result in a £250 fee and immediate cancellation of your reservation.

You must not bring potentially dangerous, hazardous, or illegal materials or equipment onto the premises such as portable cooking appliances (toasters, grills etc), illegal drugs or pornography.

Any confirmations or invoices and postal or e-mail correspondence from us cannot be guaranteed to be virus free and errors and omissions are omitted.

**Our rights:**

We reserve the right to conduct spot checks on occupancy, primarily for safety and auditing purposes. Occupancy in nontransferable.

Our management, housekeeping and maintenance team have the right to access your (our) accommodation as and when required, with housekeeping permitted full access between 10:30 and 16:00 every day.

If you or your group cause damage, remove, destroy or cause a loss of any kind to the company, its property, other guests or their property: you (as the person making the booking) will be responsible for that damage or loss and you shall be liable to reimburse the company on demand the amount required to make good or remedy such damage or loss.

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## **12. Our Promise To You**

The safety and well-being of you, your guests and your property is our top priority...

We have in place, and will always maintain, a public liability insurance policy of up to £10m.

Although we cannot accept responsibility for personal belongings, small possessions and valuables may be able to be stored in the hotel safe, upon request. Our safes are insured up to a certain amount.

Although the company will try its very best to accommodate any special requests, all such requests are subject to availability. Disabilities or additional needs will be catered for, where practicable, as per The Equality Act 2010.

CCTV video recording is used in public and exterior areas for your safety, our security and for crime prevention. Additionally, we utilise audio recording in transaction locations (reception and bar) for fraud prevention.

We will record accidents and report to the Health & Safety Executive (HSE) if required by RIDDOR.

We review and update our extensive risk assessments, allergens documents and procedures for every possible scenario, at least annually – available to view on request at reception.

Our electrical and gas installations are inspected and certificated – gas annually; electrical as per the inspector's report (usually 5 years). Our appliances in the accommodation are PAT tested, but we do not require yours to be tested.

If we booked your ferry travel, we will inform you at the earliest opportunity if the ferry operator has changed your sailing times or if they are delayed.

We will provide you with a VAT invoice by email on your departure day, or upon request to reception.

*We all have a duty to do our bit for the environment. That's why we do not change bed linen and towels daily by default. Of course, if you wish for us to do this just let a member of the reception or housekeeping team know prior to 12:00 midday on the day you wish for this to be done. When you vacate the accommodation, even just for 5 minutes, kindly switch off any lights and appliances you have been using – thank you!*

### **13. Consumables**

Meals are not included in the [base] accommodation price.

You may any breakfast or dinner options available to you at the time of booking, or you can amend your reservation to add-on, or by simply walking in during the opening/seating times displayed – subject to availability.

Our hotels and bars are licensed to sell all intoxicating liquor for consumption on and off the premises. Each premises has a designated premises supervisor; the same executive within the company may supervise multiple premises.

Drinks and bar snacks/food must be paid for at the time of providing and prior to consumption by you – we do not offer a room tab or account system.

Meals must be paid for prior to consumption by you. Drinks ordered at the table can be added to a ‘table tab’ – this balance must be cleared and settled daily prior to you leaving the dining area at the end of each meal.

Our accepted methods of on-site and in-person payments are listed in section 4.

Dietary needs/requirements must be communicated to us prior to reserving a meal to ensure that we can cater for you. Allergens documents are available to view at reception and in the dining room – just ask your server. We can also provide these to you before you book.

If you are unhappy with the level or service or the quality of food or drink provided to you, you should bring this to the attention of the waitstaff team or bartender at your earliest opportunity to allow us the opportunity to resolve your concern – see complaints procedure section 15.

Cooking or preparation of food is forbidden in the [hotel] bedrooms and balconies, and in kettles provided by us – it damages them beyond use, and you will be charged for a replacement. Cooking may also activate the fire alarm, cause damage to company property and put others at risk of electric shock or worse. Our self-catering units have full kitchens for preparing and cooking food in.

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## **14. Facilities (where applicable)**

We will provide facilities, as advertised on our own website only. If there is a change, suspension or long-term closure of a facility we will give you notice by e-mail and/or update our websites accordingly with information banners and/or warning notices.

In the event of an unforeseen (last-minute) closure or suspension of a facility, notices will be displayed around the premises. There will be no compensation or goodwill gesture due to you.

The company has no liability for false or incorrect advertisement of facilities or services, including photographs, on third party websites / search engines (e.g. Booking.com).

The complementary wireless internet 'WiFi' facility has its own set of terms and conditions in place – you must read and agree to these prior to connecting and adhere to whilst using.

We are not liable for gambling losses caused by fruit or gaming machines on our premises.

We are not liable for business losses – the accommodation is for domestic and private use, and if you use the products for any commercial or business purposes we will have no liability to you for any loss of profit, loss of business, business interruption or loss of business opportunity.

Where a lift (elevator) is provided, its reliability cannot be guaranteed by the company.

You can continue to make use of hotel facilities after checking out up until 23:59 on your departure date.

### **Car parking:**

Motor vehicles (cars, vans, motorcycles etc) parked or stored on our premises are done so entirely at their owner's risk. Vehicle registrations must be provided to the reception team to prevent you received a parking charge notice (PCN) / invoice / fine. The company will not be responsible for disputing parking charges if you fail to display a parking permit.

Parking of your vehicle is valid on our premises from 12:00 midday on the date of your arrival up until 23:59 on the date of your departure.

### **Swim and spa:**

Any rules and instructions displayed must be always adhered to when utilising any swimming / spa / bathing facilities. Towels loaned to you must be returned after each use.

Indoor swimming pools and whirlpools are heated, and chemicalised. We have stringent PSOP management protocols in place which maintenance and estates team undertake daily.

Children under the age of 16 must be supervised whilst using the leisure facilities.

## **15. Complaints**

We stress that if you are unhappy with an aspect of your stay or experience, this must be raised to the duty receptionist at the earliest opportunity during your stay. This allows us to conduct a thorough assessment as soon as possible and gives us a fair opportunity to rectify/remedy the situation for you.

If the duty management team cannot resolve this for you, it will automatically be raised to the general manager at the earliest opportunity who will arrange to meet with you.

Complaints submitted after your departure with no forewarning to our reception team will not be valid.

An attempt to submit a chargeback to your bank or payment card provider for a grievance or complaint which is not upheld will be deemed as fraudulent.

If you wish to submit a formal complaint in writing, please do so using the contact form on our website or write to us at our registered office. We will endeavour to respond to you within 14 days.

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## **16. Your use of our website and your information**

By using our website and/or by making a reservation online, you agree also to bound to our privacy and data policy – please also take time to read this document as they include important terms which apply to you. By using our website you agree to these terms and our privacy policy – <https://isleofwight.info/Privacy-Policy.pdf>

Our website is intended for use by new, returning, or potential guests and consumers only – in way of advertising the business its facilities and services and for reservation processes. Use of our websites or booking pages for any other reason is forbidden. Except for copying or printing information relating to your reservation you are not permitted to reproduce, replicate, sell, resell or otherwise exploit the contents of our site without prior written permission. All content is Copyright 2026 – All Rights Reserved, unless otherwise stated.

Contact forms, phone numbers, email addresses and postal addresses must not be used to contact us for your own business or marketing research or purposes – contact channels are for [potential] consumer use only.

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## **17. Other important and regulatory information**

If you are a non-business customer, you have certain rights under consumer protection legislation. Nothing in these terms and conditions is intended to affect those rights.

We can transfer our rights and obligations outlined under this document to another organisation, but this will not affect your rights or our obligations under these terms and conditions. We will notify you if this happens (for example: sale of a business or re-structuring).

You can't transfer your rights and obligations unless we agree this with you in writing.

This contract is between you and us only. No other person or third party shall have any rights to enforce any of its terms, whether the Contracts (Rights of Third Parties) Act 1999 or otherwise.

Each of the clauses of these terms operates separately. If any court of relevant authority decides that any of them are unlawful or unenforceable, the remaining clauses will remain in full force and effect.

If we fail to insist that you perform any of your obligations under the contract (this document), or if we do not enforce our rights against you, or if we delay in doing so, that will not mean that we have waived our rights against you and will not mean that you do not have to comply with those obligations. If we do waive a default by you, we will only do so in writing, and that will not mean that we will automatically waive any later default by you.

These terms are governed by English law. This means a reservation made through our site with us, and any dispute or claim arising out of or in connection with it will be governed by English laws. You and we both agree to that the court of England and Wales will have non-exclusive jurisdiction. However, if you are a resident of Northern Ireland you may also bring proceedings in Northern Ireland, and if you are a resident of Scotland, you may also bring proceedings in Scotland.

We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, appointed agents or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal rights in relation and including the right to receive products which are: as described and match information we provided to you via our website, in-person to you, or any sample or model seen or examined by you; of satisfactory quality; fit for any particular purposes made known to us; and for defective products under the Consumer Protection Act 1987.

**END**