

Terms and Conditions of Offer ‘Free Return Car Ferry Ticket’

Policy date:	12 April 2024	
Date of next review:	N/A	
Approved by:	DB, KGM	
Intended for:	Potential guests & bookers	
Location (tick as appropriate):	Websites	✓
	Reception	✓

Registered Office:
Sandringham Hotel
Esplanade
Sandown, Isle of Wight
PO36 8AH

Details:
+44 (0)1983 405555
info@iwhotels.co.uk
Company no. 01812172 / 01303729
VAT reg no. 411 351 308 / 108 891 451

Definitions:

“We”, “Company”, “Business”, “Our”, “Us” means Isle of Wight Hotels Ltd and Sandringham Hotels (Isle of Wight) Limited or subsidiaries and assets belonging to them.

“Property”, “Premises”, “Accommodation” may relate to Sandringham Hotel, Calverts Hotel, Clifton Seafront Apartments, Sandown Hotel, Bay View, Regent Court, Old Police Station, Royal York Hotel, Grand Hotel and their associated bars, venues, facilities or other undesignated function rooms.

“You”, “Your”, “Client”, “Guest”, “Occupier” means the lead booker, guests occupying accommodation or any other persons / organisations mentioned on a reservation, receipt or invoice.

Introduction:

These are the terms and conditions that apply when you take advantage of this offer – ‘**Free Return Car Ferry Ticket**’, valid from 00:00 on 12th April 2024 until 23:59 on 19th May 2024.

We reserve the right to amend these terms and conditions at any time and for any reason; you should therefore check them each time you make / have made a reservation.

The company reserves the right to cancel, suspend or to end this offer early at any time and without reason.

Breach of these terms and conditions may result in:

- Cancellation or refusal of your reservation with immediate effect and (if appropriate) eject you from the premises.
- Restrict your access onto or off of the premises.
- Remove your items from the accommodation and impound them.
- Refuse future reservations for an indefinite period and/or refuse you entry or accommodation at any other property belonging to, or operated by, the company.
- Retain all/any sums paid by you.

The company will not be liable for any refund or compensation in such circumstances.

Reservations & Payment:

This offer applies to **Sandringham Hotel** and **Clifton Seafront Apartments only**, and does not include Bay View, Regent Court or Calverts Hotel.

Your booking must be made through one of the following channels:

- Telephone (01983 406655 or 01983 403374)
- Our website (sandringhamhotel.co.uk or cliftonseafrontapartments.co.uk / Freetobook)
- E-mail (info@sandringhamhotel.co.uk or info@cliftonseafrontapartments.co.uk)
- Booking.com / Airbnb (‘Sandringham Hotel’ or ‘Clifton Seafront Apartments’ only)

You must be at least 18 years old to make a reservation and take advantage of this offer.

Your reservation must be for seven (7) or more nights for a booking commencing/arriving anytime in 2024. Stays cannot be curtailed.

The reservation must be confirmed, with a valid booking reference beginning with 'MTB', 'WTB' or 'XTB', or a Booking.com / Airbnb booking number, before 23:59 on 19th May 2024.

Payment must be made in full, with a balance of £0.00, at the time of booking and before 23:59 on 19th May 2024.

This offer does not apply to existing reservations, or to those made prior to the offer starting; you will not be permitted to cancel and re-book to take advantage of this offer.

This offer applies to bookings made through *any* channel – including Booking.com and Airbnb.

This offer is non-transferable / non-amendable. This offer is non-refundable.

Ferry travel must only be used by yourself, and not re-sold or re-used by any other third party.

The outward and return sailing dates must align with the arrival and departure dates of your reservation.

Breach of these conditions will result in the company charging you the full non-trade / standard fare for ferry travel; thus, making this offer void. The company also reserves the right to cancel your ferry ticket and/or accommodation if you are found to be in breach of these terms.

If payment is not received, when required, the company reserves the right to cancel/suspend any further ferry travel and accommodation.

Type of Vehicle:

The offer of free ferry travel is for cars only – saloon, hatchback, 4x4, SUV, estate, sedan, MPV, crossover, city or sports car etc.

Vans, minibuses, people carriers, limousines or commercial vehicles will not be entitled to redeem this offer of free return ferry travel, but will instead be charged a **small supplement**.

Route & Operator:

Ferry travel will be outward from Southampton to East Cowes, and returning from East Cowes to Southampton. The ferry company will be 'Red Funnel'.

You must arrive at least half an hour prior to your booked sailing time – on both legs.

The sailing time is usually 1 hour.

The company has no responsibility for ferry sailings that are delayed or cancelled / re-scheduled by the ferry operator ('Red Funnel'). No compensation or goodwill will be due under any circumstances if there is a delay or cancellation out of our (the company's) control.

Cancellations:

Ferry travel is non-refundable and non-transferable.

Please refer to our full terms and conditions at <https://isleofwight.info/Terms-Conditions.pdf>.

Amendments:

Ferry travel, including sailing times once booked, are non-amendable and non-transferable. Please do not telephone the ferry operator to request a change of sailing times – they will not permit this.

On the rare occasion we may be able to amend a sailing time for you, the company reserves the right to charge you an administration fee.

Please refer to our full terms and conditions at <https://isleofwight.info/Terms-Conditions.pdf>.

Websites & Content:

Our websites and booking pages are provided for the sole use of new, returning, or potential guests and customers only – in way of advertising our business its facilities and services. Use of our websites or booking pages for any other reason is forbidden.

Contact forms must not be used, and details must not be collected, in an attempt to sell us your products/services by post, e-mail or telephone.

The company holds no responsibility for the content (including photographs and other media) of third party websites / search engines, albeit displaying, listing, advertising and/or mentioning our business. Our websites will always be the correct and up-to-date source.

All media and content is subject to copyright.

Your Rights:

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.

Please ensure you also read our privacy policy – <https://isleofwight.info/Privacy-Policy.pdf>

No compensation or goodwill gesture will be due under any circumstances.