



Melbourne Ardenlea

H O T E L

Terms & Conditions for Group Travel Bookings

Standard Terms & Conditions

Quoted rates are based on a minimum number of 22 passengers and may be subject to change without notice until confirmed in writing. All our prices include VAT at the current rate. In the event of the VAT changing, our prices will be amended accordingly.

Any package surcharges are based on the descriptions given and do not include day trips etc which may be in the descriptions for information purposes only. All rates are for accommodation on a half-board basis and include full English breakfast, 3-course evening dinner with at least 3 choices per course, entertainment most nights, welcome drink in the bar on the first night, 1 free place for the driver, free coach parking, free portage and, in the case of the inclusive packages, additional items as described. The hotel reserves the right to reduce the frequency of entertainment or additional inclusive items (if applicable) in the event that numbers drop below 22. Guests can make free use of the indoor leisure suite comprising of a pool, spa-bath (coin operated to activate) and sauna when in operation. A lift serves most rooms with some rooms requiring a few steps for access. Ground floor rooms and special access rooms are available. The Melbourne Ardenlea Hotel is entirely non-smoking.

Deposit & Payment

A non-refundable deposit may be required to secure the booking, please enquire at time of making the reservation. Balance of payment or full payment needs to have been received by the hotel prior to arrival. Upon receipt of the final rooming list, the hotel will raise an invoice for payment. Last minute sales can be settled upon arrival.

We will monitor sales from 12 weeks prior to arrival. Unless agreed differently in writing (email or fax), the cancellation deadline is 8 weeks prior to the date of arrival. In the event of low numbers at this stage the hotel may agree to reduce the allocation in consultation with the operator to allow time for additional sales. Any agreements made at this stage between the hotel and the operator must be confirmed by fax or email. In the absence of any such agreement, Individual or whole-group cancellations may be subject to a cancellation charge as follows:

6-4 Weeks: 50% of contracted rate,

Less than 4 Weeks: 100% of contracted rate,

based on latest update or 22 passengers (whichever is the higher number).

Allocation & Rooming

The standard allocation for all groups is 10 doubles, 10 twins and 5 singles. 1 free place is included in this allocation but may, at the hotel's discretion, be given in addition to the std. allocation. True single rooms do not attract a surcharge but any doubles or twins used for single occupancy will attract a supplement of £12 per night. Rooming lists are required at least 4 weeks prior to arrival. Any special requests can only be guaranteed if confirmed in writing by the hotel.

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