

# Harbour House, Sligo Budget Accommodation Terms and Conditions



MANAGEMENT RESERVES THE RIGHT TO REFUSE ADMISSION.

- NO FOOD OR DRINKS IN BEDROOMS
- STRICTLY NO SMOKING IN THE HOUSE – Penalty €60
- NOISE PENALTY PER INCIDENT – Penalty €60
- STRICTLY NO ALCOHOL IN THE HOUSE - ANY ALCOHOL IN ROOMS WILL INCUR AN ADDITIONAL CHARGE OF €60
- LOST KEY / KEY-RING – Penalty €50
- OPENING “EMERGENCY EXIT ONLY” DOORS OTHER THAN IN A FIRE EMERGENCY OR INTERFERING WITH FIRE SAFETY OR SECURITY EQUIPMENT - PENALTY NOTICE - € 850
- FOR SETTING OFF FIRE ALARMS DUE TO SMOKING IN HOUSE A CHARGE OF €800 WILL BE MADE.
- 24-HR CCTV IN OPERATION

Check In is available between 14:00 and 21:00, Sunday to Thursday and Friday to Saturday from 14:00 to 22:00. Same Day Bookings must be made before 14:00

It should be noted that we are a non-smoking establishment and anyone needing to smoke is welcome to do so outside the building only. Anyone found in possession of or using alcohol or illegal substances will be required to leave the premises immediately without refund; the same applies to guests found smoking anywhere inside the house.

## Bookings and payments

Bookings can be made by telephone, by e-mail, through our website or through online agents. While booking please tell us the mix of your party (male/female). Bookings will not be accepted for guests under the age of 18 unless accompanied by a responsible adult. All accommodation is charged in full at time of booking, this payment is non-refundable as we remove room availability from our booking systems when you book with us.

## GDPR Regulations

No Photographs or unsubstantiated comments may be published on third Party websites without the permission of Harbour House LTD, subject to our Terms & Conditions as well as GDPR Regulations and may result in legal action.

## Group booking

Can be made by telephone, email or through the Harbour House website. We do not accept bookings through third party sites. Payment will be charged in full at time of booking, this is non-refundable. A pre-authorized charge will be made on arrival, this amount varies depending on size of group and will be cancelled after housekeeping on the day of checkout, less any additional changes that are necessary.

**Please note: All the bookings are subject to the discretion of management.**

## Cancellations of individuals and groups

All bookings are paid for at time of bookings which is non-refundable. If a person makes an error at time of booking they have 12 hours to cancel error and no charge will be made. The person booking and paying for the booking will be responsible for all terms related to the booking. The management reserves the right to refuse admission to persons that have paid for accommodation.

## The group leader's responsibilities:

- Take responsibility for the conduct of their group.
- Make sure that all the group members are aware of fire precautions and fire escape routes in the building.
- Make sure that all passageways and fire doors are kept clear.
- Inform the proprietor in the event of discovering any appliance that is unsafe, loose or damaged.
- Inform the proprietor immediately should there be any power or equipment failure.
- Ensure that all appliances in the kitchen are switched off properly and that the kitchen and dining room are left in a clean and safe condition after meals.
- Ensure that the group members are aware of the terms and conditions.
- No cooking or reheating of food is allowed after 22:00. In addition, we ask that kitchen equipment is used in a safe and sensible manner. We cannot be held responsible for those who use our equipment and appliances inappropriately.
- Make sure all group members are aware of these terms and conditions.

## Allocation of rooms and beds

Beds/rooms are let on a bed basis only. The kitchen is self-catering. Please note, that all the multi-bed rooms are mixed; for both male and female guests. If your

multi-bed room is not fully occupied, we ask that you do not spread your personal items onto unoccupied beds. Please keep excess baggage out of everyone's way for safety. It is difficult for us to show subsequent guests their bunk bed when people have their gear on it. Please note that we charge for unoccupied beds that are used or made untidy. Please note that not all bedrooms have an en-suite bathroom. Should you require full privacy when a room is not fully occupied then it is normally possible to pay for the unoccupied beds to ensure your group's or family's privacy.

## Bikes and Bike Storage

Our bike storage is behind the building in the yard. We are happy to store your bikes. We ask that you lock the bicycle at all times when unattended.

## Car Parking

We ask everyone to try and travel together in groups rather than individuals in their own cars for environmental reasons and to prevent unnecessary car parking congestions. Should the car park be full, then it is possible to park at the front of the building. When parking, please ensure you have not blocked the access and exit points.

## Pets & Animals

Pets are welcome by prior arrangement and owners must bring their own bedding facilities.

## Valuables

The proprietors of Harbour House, Sligo cannot be held responsible or held liable for any damage or loss sustained to any vehicle, its contents, or personal belongings whilst on the premises. We are not responsible for anything left behind. Valuables left behind are held for six months, afterwards to be donated to charity shops.

## Conduct of individuals and groups

Please note that we are a 'quiet' guest accommodation, with visitors who have come especially to enjoy the peace and solitude of Harbour House, Sligo. We therefore ask our guests to keep noise levels both outside and inside within reasonable limits. Drinking and eating in bedrooms is not allowed. Please respect other people's sleeping patterns; many of our guests have children, they may have travelled long distances and have had tiring days. Harbour House Sligo is a strictly a non-smoking establishment. Guests wishing to smoke are requested to do so outside. Candles, incense, fire-lighters and primus/gas stoves are not permitted due to fire risks. We ask you not to use them or store them on the premises. Please ask for storage arrangements outside premises.

## Non Residents

Non Residents (i.e. anyone who is not booked in to stay the night regardless of previous or future stays) **are not permitted past the reception area.** This is to ensure the safety and comfort of all our guests.

## Arrival & Departure Times

Harbour House, Sligo is normally open for check-ins from 14:00 Hrs to 21:00 Hrs Sunday to Thursday and 14:00 to 22:00 Friday & Saturday. Access to booked rooms/beds is normally available between these times. However, if the rooms are not ready for occupancy we will store your luggage in a Luggage Room until the room is ready for occupation.

**Please vacate your rooms promptly by 10am** on the day of your departure, leaving all keys on the reception desk and ensure that you have collected all your belongings. If required, we will store your luggage in a Luggage Room on your departure day.

All guests must undertake not to do -or permit to be done -anything which may, in the opinion of management, become an annoyance or which may in anyway interfere with the peace or general comfort of others.

## Security

24 Hour CCTV is in operation for the safety and security of guests and staff, footage may be used to identify individuals.

MANAGEMENT RESERVES THE RIGHT TO CHARGE ANY OTHER FEES FOR DAMAGE AND/OR INAPPROPRIATE BEHAVIOUR WITHIN THE PREMISES.

*The proprietors reserve the right to change the above terms and conditions.*

*Approved by: Harbour House LTD, Sligo Budget Accommodation.*