

Our Terms and Conditions

We appreciate you taking the time to read through our terms and conditions and hope you will enjoy your stay with us.

We have made every effort to ensure that all information contained within our website is accurate and we cannot be held responsible for any loss or damage whatsoever, which may arise from any reliance upon use of this website or any third party links.

Insurance

We respectfully remind you that a verbal, electronic or written reservation constitutes a legal contract. We recommend that you have insurance in place to cover cancellation, curtailment or loss of baggage, personal effects and money.

Non-Smoking Policy

We adopt a strict Non-Smoking Policy in all rooms and public areas of the Hotel.

Should you choose to ignore this policy you will be asked to leave, charged in full for your accommodation plus an additional charge of £250.00 for specialist deep cleaning in your room.

Prices

All rates are quoted per room per night and are inclusive of a Cold Buffet Breakfast and VAT. Please be aware that the Hotel does not serve a Cooked Breakfast.

Credit Cards

We accept most major credit cards.

Cancellation Policy

For Flexible bookings our cancellation policy is 15:00 on the day before arrival. Should you cancel after this time you will be charged one night's accommodation. If you do need to cancel, then you must obtain a cancellation number to avoid any charges being incurred. To get a cancellation number please call the Hotel on 00 44(0)1223 351470 or send us an email reservations@regenthotel.co.uk.

For Non-Refundable bookings payment will be taken at the time of booking and no refunds or changes are permitted.

Arrivals and Departures

Check-in is from 15.00. We are happy to store your luggage if you arrive early. Guests are requested to vacate rooms by 12:00 (Noon). We are also happy to store your luggage for you on the day of departure.

Car Parking

We are unable to offer on-site parking. Restricted parking is permitted on Regent Terrace at the rear of the Hotel from 18.30 to 08.30 and there are a limited number of Parking Meter bays on Regent Street at the front of the Hotel. The closest multi-storey car park is The Queen Ann Car Park located on Gonville Place (a 5 minute walk). We suggest pulling up on Regent Street on arrival to unload your luggage and we will direct you to the Queen Ann Terrace Car Park. Vehicles are left at the owners risk.

Loss or Damage

The Management reserves the right to charge in full for any items removed or damaged in the guest rooms or public areas.

Children

In no circumstances is it permitted to leave a child in the building unaccompanied by an adult.

Pets

Assistance dogs are accepted unconditionally. We regret, however, that no other pets are welcome.