

Accommodation Terms & Conditions

Hotel Rembrandt is a trading name of Pullman Premier Leisure LTD. You will be contracting with Pullman Premier Leisure Ltd trading as Hotel Rembrandt, 12-18 Dorchester Road, Weymouth, Dorset, DT4 7JU.

Our contract incorporates this booking form and the terms and conditions on this page, our current brochure and all written communication between us. You and each member of your party must comply with all the terms of our contract and you should comply with all the rules applying to and notices displayed within the Hotel Rembrandt premises and grounds therein.

Payment Request

Our Policy is payment on arrival for your total accommodation costs. All other charges incurred during your stay are to be settled on departure

Special requests

A special request (e.g. for a ground floor or dietary preferences), which you detail to us in writing, will only form part of the contract when confirmed by us in writing.

Important advice for guests with a disability

Please let us know prior to your scheduled arrival date whether any member of your party is elderly and may need assistance, ill or suffering from any disability or incapacity. Although we do have a selection of disabled access rooms, many of our upper rooms are only accessible via a staircase.

Amending your booking

You will receive confirmation in writing of any amendments you may have made. Amendments cannot be guaranteed until you are in possession of written confirmation, which clearly indicates any changes from the original booking.

Rate variation may apply. Written confirmation from us must be presented at Check-In.

Cancellation by you

All cancellations must be received prior to 2PM; one day prior to your scheduled arrival date. All cancellations made after this point will incur a charge equal to one night at your agreed rate. All cancellations made prior to this time will incur no charge unless agreed otherwise at the time of booking. If your booking is guaranteed by credit/debit card details, you will be charged by these means should you wish to cancel within 24 hours of your scheduled arrival date.

Corporate bookings guaranteed by fax will be charged by which ever means was agreed as a method of payment at the time of booking.

Cancellation by us

We reserve the right to cancel your booking. If due to events beyond our control we are no longer able to provide the accommodation you have booked, we will return any monies paid. Unless you have confirmed and guaranteed late arrival, if you fail to arrive by 12AM on your scheduled arrival date, your booking will be cancelled. Bookings not guaranteed by either a credit/debit card (or Fax for corporate accounts) will be released at 2PM one day prior to your scheduled arrival date.

Brochure accuracy

All information, pictures and descriptions have been compiled with the utmost care. However, you should bear in mind that we are continually changing and improving facilities and we will try to let you know if there is time before your arrival if there have been any significant changes to the hotel that could affect your stay.

If you have a complaint

If you have a complaint, please contact the Duty Manager. If you remain dissatisfied please put your complaint in writing addressed to the General Manager. Complaints must be received no more than 28 days after the date of your departure.

Complaints, which are not notified to us within this time, cannot be accepted. Your statutory rights are not affected.

Your accommodation

The accommodation you book will be described in our brochure and on our website, and may only be used by those named when booking or as agreed in advance with the Duty Manager. Your accommodation is normally only available after 2.00pm, but may be delayed by us where necessary. We require you to vacate your room by 11.00am on the day of your departure.

Food & beverage

We offer room only, bed and breakfast and dinner bed and breakfast packages. The last meal included in the price of your stay is breakfast on the morning of your departure. We are unable to change or upgrade your meal package once you have checked-in. Breakfast, Lunch and Dinner may still be taken as desired and will be charged at the rate published in the relevant facility. Please let us know before your arrival if you have any special dietary requirements; we cannot guarantee that all individual requirements can be met. Only alcoholic and soft drinks purchased on the premises may be consumed on the premises.

Smoking

Smoking is only permitted in the designated smoking areas. Smoking is strictly forbidden in all bedrooms and in all internal areas in accordance with the Health Act 2006. A full night's charge at the agreed overnight rate will apply in the event of a guest smoking or a guest allowing others to smoke in a bedroom.

Availability and use of facilities

We will do our best to ensure that all facilities listed at the Hotel Rembrandt will be available during your stay. However, we cannot guarantee that they will be available as, for example, maintenance and other work necessary from time to time.

Personal property

Please refer to the Hotel Proprietors Act of 1956. Please note our parking areas are not supervised and you may only park your vehicle in a designated zone, we have a limited number of parking spaces and cannot guarantee availability.

Vehicles improperly parked may be liable to be removed with the cost of recovery the responsibility of the owner.

Pets

No animals are permitted on the Hotel premises, with the exception of guide dogs.

Damage to our property

You will be required to pay for any damage caused by you to any accommodation, articles or facilities provided to you during your stay. We reserve the right to recover all costs incurred by us should we have to make payment to or compensation to our other guests as a result of the actions or omissions of you or any member of your party.

Caring for others

Please note that whilst we do have first aiders amongst our staff, we do not have a resident nurse or doctor. Therefore, it is your responsibility to look after yourself and any others in your party who may need assistance.

We reserve the right to amend our terms and conditions without notice.