



## Bolton Stadium Hotel Terms & Conditions

### 1. Introduction

These are the terms and conditions that apply when you reserve a room at Bolton Stadium Hotel. We reserve the right to amend these terms and conditions at any time and you should therefore check them each time you make a reservation.

### 2. Reservations

You must be at least 18 years old to make a reservation. You will need to provide your credit or debit card details to secure your reservation. Bolton Stadium Hotel accepts Visa, MasterCard and American Express to secure a reservation. Please check that the details of your reservation are complete and accurate before you confirm your reservation. We will not be liable for any delay or guarantee of your booking if you provide us with incorrect information. We will confirm our acceptance of your reservation by sending you an email to the email address that you provide during the reservation process. The contract between us for the provision of your room and any additional services added to your reservation will be formed when you receive this email confirmation from us. If you think that there is a mistake in your reservation or if you require any changes to a confirmed reservation, please contact us direct on 01204 673610.

### 3. Group Reservations

A reservation of ten rooms or more is usually considered a group booking. If you wish to make a group booking please contact the Hotel directly via email [reservations@boltonstadiumhotel.co.uk](mailto:reservations@boltonstadiumhotel.co.uk) or call 01204 673610.

### 4. Room Prices

Bolton Stadium Hotel adopts dynamic pricing and the price of our rooms fluctuates based on demand. When you make a reservation request, we'll give you a total price for the rooms and number of nights you've requested. The price you pay is the price quoted to you at the time you make your reservation. Room prices are per room, per night and are inclusive of VAT at the applicable rate at the time of your reservation.

If the rate of VAT changes between the date of your reservation and the date of your stay, we will adjust the rate of VAT that you pay, unless you have already paid for the reservation in full before the change in the rate of VAT takes effect.

Meals and other extras are not included in the room price but you may be able to add them to your reservation during the booking process or they may be available to you during your stay. You may pay for breakfast and selected extras at the same time as paying for your room. All other meals and extras must be paid for separately.

### 5. Occupancy

The standard occupancy for each of our rooms is:

- Two adults for a Standard Double or Twin Room
- Two adults and two children under the age of 18 for a Penthouse Suite (double bed plus sofa bed)

Children under the age of 18 must be accompanied by an adult. Children can stay in a roll away bed for a charge of £10.00, (not all rooms can accommodate an extra bed). Children under 3 years can stay free sharing the same room, cot hire is available free of charge.

A limited number of triple rooms are available and are to be booked through reservations email [reservations@boltonstadiumhotel.co.uk](mailto:reservations@boltonstadiumhotel.co.uk) or call 01204 673610. An extra person charge of £10.00 per night plus taxes will apply.

You must not exceed the maximum occupancy for the room allocated to you.

### 6. Accessibility

Bolton Stadium Hotel has rooms which are specially adapted for customers with disabilities.

Bolton Stadium Hotel has a total of six fully accessible en-suite bedrooms. We understand that each of our guests have different needs, we aim to make our facilities available and accessible to all. All of our accessible rooms have wider doorways to the bedroom and bathroom.

Rooms should be reserved in advance, please contact the Hotel directly with any queries.

### 7. Paying for your room

A debit or credit card will be authorised at check-in for the amount of your stay, plus an amount to cover incidentals (credit card only). The authorisation will hold the funds until check out, at which time the amount actually incurred during the stay will be charged. Authorised amounts may take up to three days after departure to be released by your bank or financial institution and the Hotel will not be responsible for any resulting fees or charges. Payment by Visa Debit requires full pre-payment on arrival; a £50 deposit per night can be taken from a Visa Debit card or paid in cash and used to allow pre-paid credit on the room (no pre-authorisation is possible with Visa Debit).

If a guest is paying cash, ID with a valid photo must be provided and full payment to be made on arrival.

For payment arrangements to a third-party credit card, please contact the Hotel's reservations department at least 72 hours prior to the guest's arrival. Our Reservations Department is open Monday to Friday (0900 – 1700) via email [reservations@boltonstadiumhotel.co.uk](mailto:reservations@boltonstadiumhotel.co.uk) or call 01204 673610

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A valid credit card guarantee, deposit or pre-payment is required at the time of booking.

### 8. Amendments or cancellations

The Hotel reserves the right to cancel any booking forthwith or reserves the right to offer alternative facilities without any responsibility on its part in the event of:

- Any occurrence beyond the reasonable control of the Hotel which shall prevent it from performing its obligations in connections with the booking
- If the booking might, in the opinion of the Hotel, prejudice the reputation of the Hotel
- If the client is more than 30 days in arrears of previous payment to Bolton Stadium Hotel
- If the Hotel becomes aware of any change in the client's financial situation

### 9. Arrival and departure

Bolton Stadium Hotel's check-in time is from 1500 and check-out time is at 1100, 1200 on Sundays. Requests for early check-in and late check-out will be handled based on Hotel availability at the time of check-in (an additional fee is payable for guaranteed late check-out). Bolton Stadium Hotel can accommodate guest luggage in a secure location on a complimentary basis until the guest room is ready.

Should you need to confirm an earlier arrival than the Hotel's standard check-in time or a departure later than noon, please contact the Hotel directly in advance. If you plan to arrive earlier than the Hotel's check-in time and want to guarantee that you would be able to check into your room upon arrival, we would advise you to reserve the night prior to the date of arrival. Exceeding check-out times without notifying the front desk in advance can result in extra charges, including, but not limited to, late check-out fees and/or an extra night's charges being applied to your bill.

All departures prior to the date agreed at the time of check-in will be subject to a one night's room and early departure charge.

### 10. Expectations of you (and your group)

- Guests must be at least 18 years of age to check in at Bolton Stadium Hotel.
- Alcoholic beverage service is restricted to those 18 years or older with valid identification. We operate a challenge 25 policy and require photo identification to be provided (e.g. driving licence or passport) for anyone appearing to be under this age.
- The Bar area is for residents only from 11pm onwards.
- Children under the age of 18 must be accompanied by an adult and must not be left unsupervised.
- All guest rooms and public spaces are non-smoking. An £80 cleaning fee will be charged to any guest who violates the smoking policy.
- Guests must not bring any potentially dangerous or hazardous materials or equipment in to the Hotel.
- Guests must not use any electrical appliances that may set off the fire alarm system, such as toasters, mini cookers or portable grills.

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- Guests must not tamper with any fire alarms or emergency equipment.
- Guests must not damage or destroy any Hotel property.
- Guests must not cause unreasonable disturbance to our other guests or any Bolton Stadium Hotel staff.
- If you or your group cause damage or loss of any kind to the Hotel, other guests or their property, you (as the person making the booking) will be responsible for that damage or loss and you shall be liable to pay to Bolton Stadium Hotel on demand the amount required to make good or remedy such damage or loss.

### 11. Minors

To safeguard minors within your party the following regulations must be adhered to at all times:

- Contact mobile numbers for each chaperone are given to Hotel Reception upon arrival.
- We require a minimum of one adult per eight minors for residential stays. If minors are less than 10 years of age, the number of chaperones increases to one adult per five children.
- A chaperone is to be allocated on each residential floor where minors are residing. We further request that over 18's do not share rooms with under 18's unless they are a parent.
- No minors to be left unaccompanied in the Hotel Bar / Lounge at any times.
- Minors must not be left unaccompanied without adult supervision at any times.
- Minors will not be permitted in the residents bar area past 9pm.
- Responsible adults with children are expected to act appropriately within the licenced premises.

### 12. Lost and Found Policy

Bolton Stadium Hotel is not responsible for lost, damaged, or stolen personal items. Should any guests lose personal belongings whilst staying at Bolton Stadium Hotel, if recovered, the item will be recorded as 'found'. Bolton Stadium Hotel keeps detailed records of all 'found' items and will make a reasonable effort to contact the guest if an item is left in the Hotel's guestroom after the guest has checked-out which will be placed in our Lost & Found safety box. We will ship items back at the owner's expense. Any items in Lost & Found, which are not claimed within 30 days, will be donated to a local charity or discarded.

The lost property policy for housekeeping at the Bolton Stadium Hotel is as follows:

- If you have left something at the hotel, you should **contact the Hotel and speak to the Housekeeping department.**
- The Housekeeping team can arrange to have any lost property sent back to you. Please note that there will be a charge for P&P if not collected in person.
- Remember to provide a detailed description of the item and the date/ room number it was lost to help the Housekeeping team identify your property.

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- It's always a good idea to contact them as soon as possible if you've left something behind. The **standard retention period is 30 days**. After this time, if the items are not claimed, they may be donated to charity or disposed of responsibly.
- For health and safety reasons, items such as **razors, toothbrushes, and other personal hygiene products** are disposed of **immediately** upon being found by housekeeping staff. This is to ensure the highest standards of cleanliness and to prevent any potential health hazards.

### 13. Stadium Events

The Company reserves the right to change any hire agreement at any time should any stadium event, sports fixture or football match be scheduled or rearranged after the Company has confirmed the hire in writing. Sports events, football matches or stadium events will take priority.

The Company will give the hirer such notice as is practical or possible, and endeavour to offer suitable alternatives. Where any facilities or service are booked, or requested, the Hotel will not be liable to make refunds should the delegates fail or refuse to use them for whatever reason and full payment must be made. Where the Hotel is requested to book facilities and/or services on behalf of its clients or their delegates with third parties, it will do so in good faith, but cannot be held liable should the standard of those services prove deficient, nor for the acts or omissions of such third parties.

Essential maintenance work may be carried out to the football pitch and stadium both during and outside the football season including relaying of the football pitch.

### 14. Conference & Event Hire

All conferences and events booked at the Hotel and Venue will be subject to a contract of terms & conditions, please ask our Events Team for a full copy of these that are relevant to your event.

### 15. General

Bolton Stadium Hotel has a zero-tolerance policy in which it will refuse to admit or refuse service or accommodation in the Hotel or may remove a person who; while on the premises of the Hotel acts in an obviously intoxicated or disorderly manner, destroys or threatens to destroy Hotel property, or causes or threatens to cause a public disturbance; or refuses or is unable to pay for the accommodation or services.

Bolton Stadium Hotel may limit the number of persons who may occupy a particular guest room and will only allow registered guests to use its facilities. A person who negligently or intentionally causes damage to the Hotel or any furniture or furnishings within the Hotel, shall be liable for damages sustained by the Hotel staff, including the Hotel's loss of revenue resulting from the inability to rent or lease rooms while the damage is being repaired.

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The Hotel is fully equipped with smoke detectors and emergency evacuation plans are shown in all rooms and public areas. In the event of a fire alarm and an evacuation taking place, should this be a false alarm, no refunds will be given. The evacuation procedure will be followed correctly to ensure guest safety.

Bolton Stadium Hotel does not allow pets and only accepts guide or assistance dogs; please advise the hotel at the time of booking.

We provide a housekeeping service everyday between the hours of 0600 to 1500.

### 16. Contact us

If you require further information or have any questions then please email [reception@boltonstadiumhotel.co.uk](mailto:reception@boltonstadiumhotel.co.uk), telephone us on 01204 673610 or write to us at:

Bolton Stadium Hotel  
De Havilland Way  
Horwich  
Bolton  
BL6 6SF