

Terms and conditions

The following Terms and Conditions apply to all bookings made on this website, in person, via a third party booking site etc. We kindly ask that you take a moment to read them prior to making a Booking.

In these Terms and Conditions the following definitions apply:

“The Agreement” is your Booking Confirmation and/or verbal confirmation

And the Terms and Conditions;

“The Company” St George Hotel (Chatham) LTD;

“The Hotel” is the premises for which your Booking is made;

“The Booking(s)” includes accommodation, functions and any event bookings made;

“The Guest(s)” is the person, company, organisation or another body responsible for making the Booking;

Bookings

Guests may book in advance or on arrival. Rooms are subject to availability, and the Company reserves the right to refuse any Booking for a good reason. Although payment is generally required on departure, there may be occasions when the Guests are required to fully prepay or provide a deposit at the time of the Booking, or, on arrival at The Hotel.

Charges

The prices displayed on the website or quoted are a total for your requested stay. Any meals, service or VAT (at the current rate) are included only if specified. A minimum length of stay, deposit, cancellation charge and other conditions may apply to certain rates, as specified.

The VAT breakdown shown is indicative based on the current rate of VAT, and the expected VAT treatment of the goods or services, and may change depending on the actual tax point of the invoice, and the VAT treatment of the goods and services purchased at that date.

Price lists for additional items, such as Restaurant meals , are on display at relevant locations within the Hotel and are available on request.

Payment

You will be asked to provide a credit card (or debit card) at the time of the Booking to secure your reservation. You must bring a form of payment with you as you will be required to pay for the room on arrival for your entire stay up to 7 nights. For guests staying longer than 7 nights the remaining payment will be taken on departure or every 7th night. We do not accept cash only bookings.

We accept the following methods of payment: Cash, Credit Cards: MasterCard, Diners Club , Visa. Debit Cards: Visa / Delta and Visa / Electron Cash with ID. The Guest must pay all outstanding charges on departure from the Hotel.

Cancellation/ Non-Arrival

You must cancel before 12pm on the day of arrival to avoid charges

Cancellation and non-arrival charges apply after this time and will be charged to the credit / debit card supplied at the time of booking. The Company reserves the right to charge for one night's accommodation per room booked if the above cancellation requirements are not met, any additional nights will be automatically cancelled.

All Advance Purchase Rate products require full prepayment for the entire stay at the time of the Booking and are non-refundable and non-changeable. Prepayment is charged to the credit /debit card supplied at the time of the Booking. Cancellation or non-arrival will result in the forfeiture of your deposit.

Change of Booking Details

Reservations may be amended in line with the Booking conditions accepted at the time of the original reservation/s. Changes may be made subject to those conditions and any deposit / prepayment held is subject to those booking terms at the time of the original reservation.

Where the Booking permits, any change to the arrival date, departure date or room type is subject to availability at the time the change is requested and may result in a possible rate change.

Arrival and Departure

Guests may check-in at any time from 2.00 p.m. on the day of arrival. All rooms that have been secured by credit / debit card or prepaid at the time of booking will be held until 12.00 noon on the following day. Any non-secured reservation will be held until 4.00p.m. on the day of arrival at which time the hotel is entitled to re-let the room unless the guest has notified the hotel of late arrival.

On the day of departure, we kindly ask all guests to vacate their rooms by 11.00am (unless a later departure is stated as part of your booking). Late check-out after this time can be requested subject to availability and will be charged at an hourly rate at the discretion of the hotel

Accessibility

Please contact our reception on 01634 841012 to discuss specific individual requirements and the availability of appropriate accommodation.

Smoking

All areas of the Hotel are non-smoking. Guests that do smoke in rooms will be charged £100 to deep clean the room, this will be debited form the card given at the time of booking or checking in.

Parking

The Hotel has a good amount of parking but at peak times may become full. We cannot guarantee or reserve parking for any guests. Parking is entirely at customers own risk. All guests are responsible for registering their vehicle for a permit via a touchpad for the duration of there stay . Creative parking administers all parking permits . Please refer to Creative parking for there Privacy policy regarding data collection and storage.

Hotel Events

Please be aware that at certain times the hotel may host weddings, events and parties, which you may feel would be an intrusion on your stay. Please contact the hotel directly in advance of your stay for further information.

Insurance

The Company's liability where accommodation is booked for Guest belongings is generally limited under the Hotel Proprietors Act 1956.

The Company maintains appropriate insurance cover where the hotel is liable for any injury or loss or damage suffered by our Guests

In the unlikely event that you have a problem during your stay you must bring it to the attention of the hotel management at the time to ensure that we have an opportunity to rectify the problem during your stay.

Liability

The Company does not accept liability for loss or damage to any object, equipment, furniture, stock or any other property brought onto the premises by the Guest or persons authorised by the Guest. Cloakrooms are provided for the convenience of the Guests but any property deposited there is entirely at your own risk.

Web Site Information

While all reasonable efforts have been taken to ensure the accuracy of information on this website the Company do not accept responsibility for errors or omissions and reserve the right to amend, cancel or vary any of the arrangements featured on this site without notice. Please note that in certain circumstances, generic photographic images have been used to represent the general style of a particular product or hotel

Privacy Policy

Please see our [Privacy Policy](#)

C.C.T.V

C.C.T.V is in use throughout the premises for the purpose of crime prevention, customer and staff safety . Images will be kept for no longer than 40 days.

Requests to view images must be made in writing and a charge of £10 will be made.