

Ace Hotel Group Booking
Terms & Conditions

Group Term & Conditions:

Please state your groups' age when enquiring about availability.

For groups over 10 people, 50% of the total booking value will be required as a deposit to confirm your booking. Bookings will not be confirmed unless the 50% deposit is received within 7 days of making the booking. Payments can be made either by Visa, MasterCard, Switch, or in some cases cheque, Bank Transfer or cash.

The remaining balance can be paid upon arrival, except when paying by cheque or bank transfer. If paying via cheque or bank transfer, the remaining balance must be paid no later than 2 weeks prior to arrival.

Up on check in, you are required to leave a security deposit of £250.00 for any damages/vandalism caused to the hotel. This deposit will be returned on the day of your departure if no damage is detected. You can leave the deposit by cash or credit card. Cards will be pre-authorized on check in for the full amount.

Amendments/Cancellations/Refunds:

Any amendments to your group booking must be made more than 28 days prior to arrival. A charge equal to 5% of the total booking value will be charged for any amendments made with less the 28 days prior to arrival. No refund will be given to reduction in group size less than 2 weeks prior to arrival.

Any cancellation made with 28 days notice or more will incur a booking charge, equal to 10% of the total booking value. This charge will be deducted from the monies received and the balance will be refunded within 28 days. The 50% deposit will not be refunded if less than 28 days cancellation notice has been given. If you cancel your booking less than 1 week prior to arrival, the full balance will be forfeited. By giving us your credit card details you are authorising us to use this as security for your reservation and your accommodation. Any unpaid cancellation charges will be charged to your credit card.

All cancellations must be made in writing and must be sent, faxed or emailed to the address below. No cancellations will be accepted by telephone.

Address:

The General Manager
Ace Hotel York
Micklegate House,
88-90 Micklegate,
York,
YO1 6JX
Email: reception@ace-hotelyork.co.uk
Phone: +44 (0) 1904 627720
Fax: +44 (0) 1904 627720