



## Terms & Conditions

### SEASHELLS SCARBOROUGH

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**Cancellation Policy:** A fee of one night's accommodation (at agreed contract rate) will be imposed for cancellations within 72 hours of arrival date or for guests who no-show. Cancellations received after check-in will be charged one night's accommodation in addition to the cost of nights utilised. For stays in Peak Seasons cancellations must be received no later than 14 days prior to arrival or 100% of the booking charges will apply.

**Reception Opening Hours:** Monday to Friday 8:30am – 4:00pm. Saturday, Sunday & Public Holidays 9:00 am – 3:00pm. Reception is closed Christmas Day – no check in/out permitted.

**Check-In Times:** Check-in time 2:00pm, check-out time 10:00am. Changes to these times are subject to availability.

**Late Arrivals:** A mobile number or email address for the guest is required so the property can advise of the after-hours check in procedure. Alternatively, guests must contact the property during office hours the day before arrival to re-confirm arrival time and the code to the night safe for key collection will be advised.

**Bedding Configurations:** All bedding configurations are on a request basis only and cannot be guaranteed.

**Child Policy:** Children up to 12 years stay free when sharing with adults and using existing bedding. Cots and highchairs are available free of charge.

**Extra Bedding/Rollaway:** Can be arranged for an extra charge, payable direct. Not permitted in Collections 2 Bedroom Apartment.

**Room Servicing:** For stays 7 nights or more, a full mid-week service is included. Additional services can be arranged for an extra charge, payable direct.

**Internet Access:** Free Wi-Fi internet access is available to all Seashells guests. Daily limits apply.

**Car Parking:** Complimentary onsite car parking is available to all Seashells guests.

Note: Collections 2 Bed Apartments & Sandcastles 3 Bed Apartments are 3.5 star rated and located in neighbouring buildings to the main Seashells building where reception is located. Access to Collections Apartments is via external stairs only. Other room types available upon request: Seashells Two Bedroom Deluxe Apartments.