

2023 TERMS & CONDITIONS

Group Bookings



Rates

Group rates are quoted for group travel only. A group consists of any party with a minimum of ten (10) or more rooms. For bookings less than 10 rooms, discounted group rates do not apply. Surcharges and other variations to policy may be applicable for special events, public holidays, and long weekends.

Bed and Breakfast Room Rates	Jan – Apr	May - Aug	Sept - Dec	No. adults / (CH)
Classic Inland Single	£77.12	£99.23	£82.69	1
Economy Inland Double	£88.20	£110.25	£93.71	2
Classic Inland Double/Twin	£110.25	£126.79	£115.77	2
Sea View Double	£132.30	£159.87	£136.25	2
Superior Sea View Double/Twin	£154.35	£187.43	£165.38	2
Sea View Junior Suite	£176.40	£214.99	£198.45	2
Classic Inland Family	£198.45	£237.03	£200.00	2 + (2)
Sea View Family	£220.50	£259.09	£231.53	2 + (2)

Dinner, Bed and Breakfast Room Rates	Jan – Apr	May - Aug	Sept - Dec	No. adults / (CH)
Classic Inland Single	£102.12	£124.23	£107.69	1
Economy Inland Double	£138.20	£160.25	£143.71	2
Classic Inland Double/Twin	£160.25	£176.79	£165.77	2
Sea View Double	£182.30	£209.87	£186.25	2
Superior Sea View Double/Twin	£204.35	£237.43	£215.38	2
Sea View Junior Suite	£226.40	£264.99	£248.45	2
Classic Inland Family	£248.45	£287.03	£250.00	2 + (2 children BB only)
Sea View Family	£270.50	£309.09	£281.53	2 + (2 children BB only)

Room Types & Maximum Capacity

Classic Inland Single – 1 x 4ft UK small double – 1 Pax

Economy Double – 1 x 4ft6 UK double – 2 Pax

Classic Inland Double – 1 x 5ft UK double – 2 Pax

Classic Inland Twin – 2 x 3ft UK single/1 x 6ft UK super king – 2 Pax

Classic Sea View Double – 1 x 5ft UK king size – 2 Pax

Superior Sea View – 2 x 3ft UK single/1 x 6ft UK super king – 2 Pax

Sea View Junior Suite – 1 x 5ft UK king size – 2 Pax

Inland Family – 1 x 5ft UK king size + 2 x 3ft UK single – 4 Pax

Sea View Family – 1 x 5ft UK king size + 2 x 3ft UK single – 4 Pax

The hotel has a strict non-smoking policy and a penalty of £250 will apply if smoking is detected in any room.

Arrival

Check in time is from 3.00pm. Rooms requiring check-in prior to 3.00pm will incur additional charges.

Upon arrival, all guests are required to provide a pre-authorisation with a credit or debit card. This is priced at £25.00 per person night. This amount is not debited from the guests account and will be reversed on the day of check-out. For further information on our Pre-authorisation policy, please visit our website www.osborne-torquay.co.uk

Departure

Checkout time is 11.00am. Late departures up to 12.00pm are available, subject to availability, additional charges apply. Day use charges may apply after 12 noon till 3pm, beyond 3.00pm the full day rate will be applicable.

FOC Policy

For group bookings over 20 rooms (21 rooms or more) we offer one FOC night in a classic inland single.

Children's Policy

Child supplements: 0-5 years £5.00 per night
 6-11 years £15.00 per night
 12-16 years £25.00 per night

A travel cot or fold out Z bed will be offered for any children added to a booking (1 per room).

Payment

The Osborne Hotel requires a deposit of 10% of the total cost to confirm a group booking. Final payment is due no later than 14 days prior to arrival.

All incidental charges incurred during a guest's stay are to be settled upon departure, unless prior arrangements have been established. To apply for credit facilities, there must be one previous complete group booking in the company name. A credit application form is to be completed and is subject to approval. Approval of credit facilities requires at least 10 working days for relevant processing to be completed.

Booking Requirements:

On acceptance of a group booking, The Osborne Hotel requires a preliminary rooming list 14 days prior to arrival date, final rooming list is due 7 Days prior.

Cancellation Policy: The Group organiser is required to notify The Osborne Hotel in writing of any reductions in group numbers or cancellations. Verbal amendments & cancellations are not accepted. The following penalties apply should the reservation be cancelled, or the numbers reduced.

Cancellations or amendments within:

- 90+ days before arrival – no penalty.
- 90 – 60 Days before arrival – deposit is non-refundable.
- 60 – 30 Days before arrival – 25% of cancelled room nights will apply.
- 30 – 14 Days before arrival – 50% of cancelled room nights will apply.
- 14 Days – day of arrival – Penalty of 100% of total cost will apply.

Food & Beverage Facilities: Where rates are inclusive of breakfast, breakfast means a fully cooked breakfast plus continental buffet served in The Crescent Restaurant & Bar. Breakfast is served Monday to Friday 7.30am – 9.30am, and Weekends and bank holiday Mondays are 8.00am – 10.00am.

Where rates are inclusive of dinner, group bookings will have a £30.00 per person food allowance available within The Crescent Restaurant & Bar during dinner service from our A La Carte menu, anything over this will be charged to the guest. Dinner is served from 6.00pm – 9.00pm every evening. The hotel bar is situated within The Crescent Restaurant and is available 24/7 to hotel guests.

Porterage: Porterage is charged at £2.00 per bag and covers both group arrival and departure.

Parking

The hotel does not charge for parking however parking is subject to availability and is not guaranteed.

There are approximately 60 spaces to the front of the property not accessible for large vehicles or coaches, and approximately 60 spaces to the rear of the property which is more accessible for larger vehicles and coaches.

DISABLED ACCESS: The Osborne Hotel complies with the access requirements of local disability legislation. Please note that due to the listing on our building and restrictions that apply, we do not have any specially modified accessible rooms or bathrooms. Our rooms and bathrooms also do not have grab rails or supports. If you have any special requirements, please inform us at time of booking and we can send you our detailed access statement. Please be aware that not all rooms are lift accessible, if a lift accessible room is required, please request this at time of booking to avoid disappointment.

PLEASE COMPLETE AND RETURN THE BELOW FORM TO US TO CONFIRM A GROUP BOOKING.

CONTACT NAME:	
COMPANY NAME:	
COMPANY ADDRESS:	
PHONE NUMBER 1:	
PHONE NUMBER 2:	
FAX NUMBER:	
SIGNATURE:	
DATE:	

GROUP NAME/REFERENCE: If applicable	
ARRIVAL DATE:	
DEPARTURE DATE:	
BOARD: B&B or DBB	
TOTAL ADULTS:	
TOTAL CHILDREN: 5-15 years	
TOTAL INFANTS: 0-4 years	
PORTERAGE INCLUDED: YES OR NO	

NUMBER OF EACH ROOMS REQUIRED:

Classic Inland Single	
Economy Inland Double	
Classic Inland Double	
Classic Inland Twin	
Classic Sea View Double	
Superior Sea View	
Inland Family	
Sea View Family	

We are acknowledging The Osborne Hotel's terms and conditions that are issued in conjunction with the Group Rates.