

Treacys West County Hotel - Terms and Conditions

Reservation Terms & Conditions

Prior to your stay with us, we would like to draw your attention to our Hotel Policies and Facilities and would kindly ask you to read all this information. By completing a reservation, you agree to abide by all policies outlined below.

Check-In & Check-Out

- **Check-in:** Upon arrival, guests must present a valid credit card issued in their own name and a photo ID. Failure to provide either will result in a cancellation of the reservation. Check-in time is from 3:00 PM onwards. Early check-in requests are subject to availability and will incur an additional fee.
- **Check-out:** 12:00 noon sharp. Late check-out is available until 1:00 PM for a fee of €25.00. Guests must return room keys to Reception upon departure. Any delays beyond 1:00 PM will result in an additional charge equivalent to a full night's stay.

Rate Terms

- This is an Advance Purchase Rate. Full payment is required upon confirmation and is non-refundable and non-transferable. Bookings cannot be cancelled or changed.
- Room rates are subject to seasonal pricing adjustments and may vary based on demand. Special promotional rates, discounts, or packages cannot be combined with other offers unless explicitly stated.

Payment Policies

- All rates are quoted subject to availability and alteration.
- Rates include VAT unless stated otherwise.
- Full payment is required upon arrival at the hotel.
- Only the credit card used for booking can be used for payment. Guests may be required to provide a photo of the credit card in advance of their stay.
- All debit/credit cards will be pre-authorized upon arrival at €150.00. If pre-authorization fails, entry will be refused, and the reservation will be cancelled.
- Additional charges incurred during the stay, including room service, bar/restaurant, and other services, must be settled before check-out.

Cancellation Policy

- All reservations must be cancelled by 11:00 AM local time 24hrs before scheduled arrival to avoid a penalty of one night's room charge plus VAT.
- Cancellations made after check-in are non-refundable.
- All deposits paid are non-refundable.
- If a booking request cannot be fulfilled, the hotel will contact you within 48 hours.
- The hotel reserves the right to modify or cancel bookings due to unforeseen circumstances such as natural disasters, industrial disputes, or other force majeure events.
- In case of a no-show, the full amount of the reservation will be charged without exception.

Property Cancellation Policy

- Guests must present a credit card under their own name and a photo ID on check-in. Failure to do so will result in the hotel refusing accommodation.
- The hotel reserves the right to cancel any future bookings or withhold deposits if there is property damage, inappropriate behaviour, or false booking information.
- If guests violate hotel policies, including excessive noise complaints, smoking in non-smoking areas, or any form of misconduct, the hotel reserves the right to remove them from the premises without a refund.

Group Bookings

- A group booking is defined 10 or more rooms.
- A rooming list and prepayment must be provided 2 weeks before check-in. Failure to do so may result in cancellation.
- Group bookings are not confirmed until an agreed deposit is received.
- The organizer is responsible for guest conduct. Disruptive behaviour will result in eviction without refund.
- The hotel reserves the right to impose a security deposit for group bookings, which will be refunded upon check-out, provided no damages or policy violations occur.

Facilities & Services

- **Leisure Centre:** Open Mon-Fri (06:30-22:00) & Sat-Sun (08:00-20:00). Kids access: 09:00-19:00 daily. Towels provided. Swim hats must be worn at all times in the pool.
- **Breakfast:** Served Mon-Fri (07:00-10:30) & Sat-Sun (07:00-11:00) in The Skillet Pot Restaurant. Special dietary requirements should be communicated in advance.
- **Bar Service:** Boru's Bar is open daily. No reservations required. Bar food served until 9:00 PM. Alcohol is served only to guests above the legal drinking age.
- **Restaurant Service:** Open 18:00-21:00 (weekends only during off-peak times). Reservations required. A dress code may apply in certain dining areas.
- **Kids Club:** Available during school holidays. Includes Breakfast Train, arts & crafts, movie nights (€5/child), and dance competitions. Must be pre-booked.
- **Wi-Fi:** Complimentary. Connect to Virgin Media Wi-Fi and enter details. The hotel is not responsible for any connectivity issues beyond its control.
- **Housekeeping:** Daily housekeeping is provided. Guests can request fresh towels or restocked amenities by contacting Reception.
- **Parking:** On-site parking is available for guests at no additional charge. The hotel is not responsible for any theft or damage to vehicles parked on the premises.
- **Dress Code:** Appropriate attire required in all public areas. Swimwear is not permitted outside of the leisure areas.

Marketing and Data Usage

- The hotel may use anonymized contact details for marketing and ad targeting. Personal data will not be shared with third parties without consent. Guests may opt out at any time.
- The hotel may contact guests post-stay for feedback and promotional offers.
- Any photos or videos taken on hotel premises by staff for promotional purposes will not feature guests without prior consent.

Best Rate Guarantee

- Booking directly ensures the best value. If a lower rate is found within 24 hours of booking on another website, the hotel may match the price upon verification.
- Best Rate Guarantee does not apply to rates from opaque booking channels or packaged rates that include other services.

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