



GRAND HOTEL
WICKLOW

HOTEL POLICY/HOUSE RULES

We strive to provide our guests with an exceptionally clean, safe, and friendly hotel experience. The following Hotel Policy/House Rules have been established based on industry standards, management and operational procedures, and our personal experience of owning and operating the Grand Hotel Wicklow since 2017. These Hotel Policy/House Rules are considered a part of our reservation agreement with you. As our hotel guest, by reading and signing your hotel registration you are agreeing to abide by all of our Hotel Policy/House Rules, terms and conditions, and procedures. These Hotel Policy/House Rules are presented here to help promote our guests' safety and enjoyment and to ensure that each guest is aware of the understandings between the Grand Hotel Wicklow and the guest. Our Hotel Policy/House Rules may change from time to time, so please check back often.

100% SMOKE-FREE

The Grand Hotel Wicklow has been 100% Smoke-Free since 29th March 2004. For safety and to assure that our facility is not exposed to items or actions that create an odor which is unhealthy and objectionable to our guests and staff, and that is difficult to remove from the air, carpet, walls, and furniture we do not permit smoking tobacco, illegal drugs, e-cigarettes, vape pens, vaping, cartridges containing the liquid of nicotine, hookahs, incense, cooking, cigars, candle burning, the use or diffusing of patchouli oil or other strong-smelling plant-based essential oils or synthetic products in our facility.

Guests are encouraged to notify Front Desk staff immediately if they smell cigarette, or other objectionable odors. This policy is not intended to stop people from smoking, but to regulate where they smoke and how it affects others. A Designated Smoking Area is provided outside and away from the building. **Drugs are prohibited at all times.**

CANDLE, INCENSE, ESSENTIAL OILS:

Candle, incense, essential oils (*diffusing, vaporizing, etc.*) are prohibited. These items and activities will be treated as smoking, a fine assessed, and the guest may be evicted with no refunds.

NO-COOKING, COOKING APPLIANCES, COMBUSTIBLES, and OR FIREWORKS:

The safety of our guests, staff, and this facility is extremely important to us. Except for the microwave and refrigerator units that the hotel provides, preparation of food in guest rooms by any type of cooking appliances is prohibited. A minimum fee of €100.00 will be charged for cooking in a room, fireworks are not allowed anywhere on hotel property. A microwave is available 24 hours for all registered guests to use in our breakfast area.

GUARANTEED RESERVATIONS:

All reservations must be guaranteed with a valid major credit card. Guests must be 18 years and older. We accept Visa, Master Card and Visa Debit Card. We do not charge your credit card at the time you make your reservations. Your credit card guarantees your reservations. Please make sure to receive a reservation confirmation number when you make a reservation. Reservations must be cancelled Forty-eight (48 hours), hotel time, prior to your arrival date, in order to avoid a one (1) room night, cancellation fee. Reservations will be held until 11:00 a.m. the morning following your scheduled arrival date. If you have not checked in by that time, a NO-SHOW charge of one room night, will be charged to your credit card and the balance of your reservations will be cancelled. The Grand Hotel Wicklow is not responsible for weather conditions, personal emergencies, or schedule changes.

CHECK-IN TIME: 3:00 p.m.

EARLY CHECK-IN/PRE-REGISTRATION:

Early check-in is offered based on availability. If you require a guaranteed check-in for arrival prior to 3 p.m. then Pre-Registration and payment may be required. Please contact Front Desk staff directly to make reservations and complete a credit card authorization form prior to your arrival (0404) 67 337

CHECK-IN REQUIREMENTS:

Guests must be at least 18 years of age to check in at The Grand Hotel Wicklow. In the interests of security and to prevent fraud, guests are required to confirm their identity by providing their valid government issued photo identification (*Driver's license, passport, etc.*) at check-in. A valid, signed, credit card in the name of the guest registration is also required. In some circumstances the guest may not have a credit card, in this instance if there is someone else in attendance with the guest this person's credit details will be taken upon approval of this person. If the guest is travelling by themselves and have no credit card then it is our policy to request a €100 cash deposit which will be returned on checkout should there be no incidents or damage to hotel property during their stay.

GUEST REGISTRATION:

We require valid contact information from the guest making the reservations including first and last name, address, phone number, and signature. The names of all guests occupying the room must be registered. Information regarding your license plate/car description is also gathered at check-in for security.

CHECK-OUT TIME: Room checkout time is at 12:00 noon. Additional day charge, may apply for late checkout.

CHECK-OUT PROCEDURE:

Check-out time is 12 noon please check-out with Front Desk so that housekeeping may begin cleaning your room as soon as possible. If you require a later check-out, please contact Front Desk prior to the day of your departure and we will do our best to accommodate your request. A charge may apply for late check-out.

EARLY DEPARTURE:

Guests who check out of the hotel after 12:00 noon and prior to their scheduled departure date are subject to an early departure fee of one night.

SPECIAL REQUESTS:

We will make every effort to honor special requests such as a specific floor or room number, roll-away beds, etc. upon your arrival. All special requests are noted on reservations and we will do our best to accommodate. However, the availability of these items cannot be guaranteed in advance.

SPECIAL NEEDS ROOMS

Two ADA compliant guest rooms are available and should be reserved in advanced; please contact the hotel directly (0404) 67 337

PAYMENT:

All reservations and registration must be guaranteed with a valid major credit card. We accept Visa, Master Card and Visa Debit. Pursuant to credit card agreements, credit cards are not valid unless signed by the cardholder. Credit cards must be signed. Cash payment is welcomed. All guests are required to present a valid major credit card and government issued photo identification even if guests are planning on paying in cash upon check-out. Checks and foreign currency not accepted.

CHECKS AND CHECK CASHING:

We do not accept checks. We do not provide check cashing services.

DEBIT CARD/CREDIT CARD HOLDERS

The Grand Hotel Wicklow has no control over the policies of your bank and will not be held liable for any “insufficient funds” penalties or any other resulting fees or charges. It is your responsibility to fully understand the manner in which your bank processes and charges to your debit or credit card.

DEPOSITS AND GUARANTEES:

There is no deposit required to make an individual room reservation. However, a major credit card is required at the time of booking to guarantee the room and secure the reservation period.

RESERVATION AND PAYMENT FOR GUESTS BY PRIVATE THIRD PARTIES:

Generally, third party payment is not permitted. In the case of paying for a family member if you will not be physically present at the hotel, we require prior completion and approval of a Credit Card Authorization form including a copy of your driver's license and the front and back of your signed credit card. You will be responsible for any and all damages and loss. We reserve the right to refuse reservation at any time for any reason.

GIFT CERTIFICATES & PREPAID BOOKINGS:

Please contact the hotel directly to purchase or redeem gift certificates (0404) 67 337.

RATES:

All rates are quoted in Euro currency. Rates may increase without notice. Rates as advertised on the Grand Hotel Wicklow website or any other website or promotional material are subject to change at any time and may increase or decrease at the hotel's discretion. Rates are based on single room (1 occupancy), standard room (1-2 occupancy), triple room (3-4) occupancy, executive suite (2 occupancy) and are subject to availability.

RIGHT TO REFUSE SERVICE:

The Grand Hotel Wicklow is privately owned and operated. We reserve the right to refuse service to anyone for any reason(s) that does not violate Irish State laws. The Grand Hotel Wicklow has a zero tolerance policy in which we will refuse to admit or refuse service or accommodation in our hotel or may remove a person, without refund, who refuses to abide by the reasonable standards and policies established by the Grand Hotel Wicklow owners for the operation and management of the hotel. The Grand Hotel Wicklow will refuse service or evict a guest: for refusal or failure to pay for accommodations, is under the influence of alcohol, drugs, or any other intoxicating substance and acts in a disorderly fashion as to disturb the peace of other guests; acts in a disorderly fashion as to disturb the peace of other guests; is unable to properly supervise their children at all times, seeks to use the hotel for an unlawful purpose; seeks to bring into the hotel: an unlawfully possessed weapon; or something, including an explosive or hazardous or toxic substance, that is unlawful to possess and that may be dangerous to other persons; destroys, damages, defaces, or threatens harm to hotel property or guests; causes or permits persons to exceed the maximum allowable occupancy of room, refuses to abide by the reasonable standards or policies established by The Grand Hotel Wicklow for the operation and management of our hotel.

QUIET HOURS:

10:00 p.m. to 9 a.m. If you become aware of a disruptive guest, please contact Front Desk staff immediately by room phone or in person. Televisions, voices, or other devices must be kept at a respectful low level at all times. Doors should be opened and closed quietly. No congregating or running in halls.

VISITORS:

No visitors after 10:00 p.m. Visitors must notify Front Desk upon their arrival. Visitors must be accompanied by the registered guest at all times. Visitors are not allowed to use guest amenities including the Continental & Hot Buffet Breakfast. As a registered guest, you are responsible for your visitor at all times.

CONTINENTAL & HOT BUFFET BREAKFAST:

Our Continental & Hot Buffet Breakfast maybe included in you accommodation rate to registered guests only. Visitors may not join a registered guest for a free breakfast. Visitors may pay €10.00 per person at the Front Desk.

DISCOUNTS:

From time to time we do offer discounted room rates and or promotions (i.e. Pigs Back, Groupon etc.etc.). Please check out our website for details.

CANCELLATION:

The Grand Hotel Wicklow is not responsible for weather conditions, personal emergencies, or schedule changes. Reservations must be cancelled forty-eight (48 hours) hotel time, prior to your arrival date, in order to avoid a one (1) night full room cancellation fee. If reservations are cancelled less than 48 hours before the arrival date, your credit card may be charged the full room charge. If you are staying more than one (1) night, only the first night will be charged. If you cancel any reservation, you must obtain and save the cancellation number for your records.

NO SHOW CHARGES:

Failure to check in on the scheduled arrival date for a reservation guaranteed with a credit card will result in a No-Show fee being charged to your credit card. You will only be charged the first night, one (1) night's full room rate and the balance of the reservation will be cancelled.

GROUP RESERVATIONS:

Large group/Block reservations must be cancelled eight (8) weeks prior to arrival date. Reservations cancelled after that date may be charged one (1) full room charge for each room reserved and the balance of their reservations cancelled.

HOUSE RULES:

Groups, School groups, sports teams, weddings, special events, etc.

Please contact hotel directly for current House Rules (0404) 67 337. Schools, sport teams are directed to also review their specific school or sport organization Code of Conduct.

DO-NOT DISTURB AND ACCESS TO ROOMS:

To provide all of our guests with an exceptionally clean and safe hotel experience, we provide daily housekeeping. Our Housekeeping Staff will honor the ***“DO NOT DISTURB”*** door hanger once during a twelve-hour period indicating that the room is occupied. The Housekeeping Staff is required to enter the room at subsequent times to clean the room, check for safety, and verify the condition of the room. Management reserves the right to enter a room with a known status of ***“DO NOT DISTURB”*** for reasonable purposes, such as an emergency, housekeeping, maintenance, verify that the room, its furnishings, and mechanical equipment are intact, or to address or prevent a violation of our Hotel Policy/House Rules. In the event of suspected illegal activity, management reserves the right to summon law enforcement to aid in eviction. The right to privacy ends when a Hotel Policy/House Rule is broken. Law enforcement will be granted immediate access to hotel property and rooms of evicted guests.

CHILDREN:

Well behaved children of all ages are welcomed. Children under 4 are free, 4-12 €20 and 12 + are charged an adult rate when sharing a room with one or more paying adult(s), using existing bedding. As the parents, guardians, or carers of children you are personally and legally responsible for and must supervise them at all times. For safety reasons, please do not leave children unattended in guest rooms or allow them to roam the hotel property unsupervised. Children under the age of 18 are not allowed in the public bar area unattended. All children under the age of 18 are not allowed in the main public Bar Area after 9pm each night.

ADDITIONAL BEDDING:

A limited number of rollaway beds and baby cots are available upon request. Availability is on a first-come, first-served basis only. For safety, pillows are not provided for cots.

MAXIMUM OCCUPANCY:

Room occupancy requirements are based on fire code/fire safety restrictions. Standard Room maximum occupancy is 2, Double Room maximum occupancy is 3, and Triple Room maximum occupancy is 4, Executive Suites maximum occupancy is 2-3.

ROOM KEYS:

Room keys are issued to the registered guest(s). No room keys will be issued to youth under 18 at any time. I.D. is required if you have lost your key and require a duplicate. Please return room keys to Front Desk at Check-out.

HOUSEKEEPING/ROOM INSPECTION:

Housekeeping is provided daily between the hours of 8 a.m.-3 p.m. Housekeeping may start as early as 6 a.m. during spring/ summer season. This is a 100 % NON-SMOKING HOTEL. Rooms are cleaned and inspected daily and a detailed log is maintained on each room and linen. Rooms are rented to guests in appropriate condition without any prohibited odor. Housekeeping and Front Desk staff are trained and skilled in identifying the odors from prohibited items. If our investigation concludes that you have smoked in your room, or brought a prohibited item into our facility, you will be fined, and evicted without any refund.

LINEN CHANGING:

Your comfort is very important to us. For guests staying multiples nights, bed linen is changed on a rotation schedule. Used towels are exchanged for fresh towels daily. If Housekeeping is unable to change a bed due to personal items left on a bed, a note will be left. Housekeeping will be happy to change your bed linens and make your beds each day if all personal items are removed. Please contact our Front Desk staff if you have any additional questions or concerns.

LOST & FOUND POLICY:

The Grand Hotel Wicklow assumes no liability for lost, misplaced, stolen, or damaged valuables or belongings. If you discover that you have left behind something of value to you, please call us immediately (0404) 67 337 and we will try to assist you in locating your lost item.

FOUND ITEMS:

The Grand Hotel Wicklow is not responsible for any item left behind by a guest. However, any item, with the exception of perishable items, left behind by our guests and found after departure by Housekeeping will be collected, logged in, and kept in a secure location for collection by the owner for up to fourteen (14) days. Records of Lost & Found items are retained for 6 Months. Reasonable effort will be made to notify the guest that an item has been found. Perishable items, underwear, and miscellaneous toiletries are discarded.

RETURN:

We would be happy to return your lost item(s) to you by An Post Postal Service. Your credit card will be charged packaging and postage, plus a €10.00 handling fee. A separate receipt will be mailed to you. The Grand Hotel Wicklow is not responsible for any item lost or misdirected during shipment by the An Post Postal Service. Please contact the An Post Customer Service Department at 01 705 7600.

UNCLAIMED ITEMS/NO CONTACT:

Lost & Found items are held for fourteen (14) days while we attempt to contact the guest. If guest contact information is incorrect or mobile phone mailbox is full and we are unable to contact the guest during the fourteen (14) day holding period, the unclaimed item(s) are thrown away, given to local organizations, or disposed of accordingly by The Grand Hotel Wicklow

ALCOHOL POLICY:

Registered guests of legal age who choose to bring their own alcoholic beverages must consume those in their room. Alcohol is not allowed in public areas such as the lobby, corridors, etc. Alcohol consumed during special events served by The Grand Hotel Wicklow with permit to serve/sale alcohol is restricted to those 18 years old or older (valid photo identification required) and can only be consumed at that event venue.

FIREARMS AND WEAPONS:

The safety and security of our guests and staff is extremely important to us. No weapons of any description are allowed onto the premises of The Grand Hotel Wicklow

BICYCLES

Bicycle's, are not permitted in guest rooms. Depending on available space, Front Desk staff will be happy to secure these items in our mechanical room. We assume no liability for theft, loss, and/or damage, and you waive any and all such liability.

IN CASE OF EMERGENCY OR FIRE:

Please notify Front Desk in the event of a fire or other emergency. A map that shows emergency exits can be found on the back of your room door and in the Guest Information Notebook located in each guest room.

FIRE SAFETY POLICY:

The hotel is fully equipped with smoke detectors, fire safety information in Guest Room Notebook, and emergency evacuation plans on the door of each guest room. Please review this important information.

NO IN-ROOM PARTY:

The Grand Hotel Wicklow enforces a No In-Room Party Policy to ensure we can protect the hotel and our guests at all times. No parties, loud disturbances and/or noise-nuisance are allowed or tolerated on these premises. In the event of a disturbance, one polite request (warning) will be given to reduce the noise. If our request is not followed, the guest will be asked to leave the hotel without refund. Registered guest(s) are responsible for all persons visiting. Non-Registered visitors are only permitted until 10:00 P.M. If found with more "people" not listed on the Guest Registration Form after 10:00 P.M. your stay will be considered a party. You will be ordered to vacate the premises without refund and may be access Guest Compensation Disturbance Fee.

FREE Wi-Fi ACCESS:

Access to our Wi-Fi is free for our registered guests. The hotel Wi-Fi does not require an access code. Wi-Fi signals are subject to change without notice depending on the room's location, the status of our Wi-Fi-equipment, and interference from other local wireless signals. The Grand Hotel Wicklow assumes no liability for guest use.

ENFORCEMENT:

All staff is trained and required to respond to potential violations of our Hotel Policy/House Rules. Guests who refuse to abide by the reasonable standards and policies established by The Grand Hotel Wicklow for safety of all guests, staff, owners, property, and the operation and management of the hotel will be evicted, with no refund. In addition to the room charge, a minimum €100.00 cleaning fee per room will be charged for infraction(s) of our Hotel Policy/House Rules.

TERMS & CONDITIONS:

The Grand Hotel Wicklow makes its best efforts to ensure that all the information that appears on its website is accurate. However, no warranty, expressed or implied, is given that the information provided on this website is error free. The Grand Hotel Wicklow does not accept liability for any errors and/or omissions, and reserves the right to change the information published at any time and without notice.

LINKS:

The links provided on the Grand Hotel Wicklow website are for the convenience of site visitors and are provided in good faith. The Grand Hotel Wicklow does not accept liability for the contents or links provided on such websites, nor does it accept liability for any indirect or consequential loss arising out of the use or connected with its website.

ILLNESS AND EPIDEMICS:

The Grand Hotel reserves the right to refuse accommodations to a guest arriving with a contagious disease. In cases where sickness occurs during the stay, please notify the Front Desk staff. In the case of serious sickness, you may be requested to receive appropriate health care from a nearby healthcare facility. During epidemics we are entitled to employ precautionary measures within our judgment or as required by local authorities. We may charge you a room cleaning fee as we deem appropriate under the circumstances.

INFESTATION:

The cleanliness of our rooms is extremely important to our guests. If you bring any infestation into your room or onto our hotel premises, we may charge you for any and all costs and expenses, including immediate or urgent response requirements and loss of room revenue, that we deem necessary to address the infestation.

PARKING AT OWN RISK:

All vehicle(s) must be listed on the registration at check-in. Parking for registered guest(s) is free. All vehicles are parked at the risk of the owner. The Grand Hotel Wicklow shall not assume liability or responsibility for any vehicle, occupants, or contents while operated or parked on the hotel property. If a vehicle is left in the hotel parking after the guest has departed without the written consent of the hotel, the hotel reserves the right to have the vehicle towed at the owner's expense. No vehicle repairs on hotel premises.

DAMAGE AND/OR THEFT OF HOTEL PROPERTY

You are liable for any damage howsoever caused (whether by the deliberate, negligent, or reckless act) to the room (s), hotel's premises or property caused by you or any person in your party whether or not staying at the hotel during your stay. The Grand Hotel Wicklow reserves the right to retain your credit card and/or debit card details as presented at registration and charge or debit the credit /debit card such amounts as it shall in its sole discretion deem necessary to compensate or make good the cost or expenses incurred or suffered by The Grand Hotel, Wicklow as a result of the aforesaid. Should this damage come to light after the guest has departed, we reserve the right and you hereby authorize us to charge your credit or debit card for any damage incurred to your room or the Hotel property during your stay, including and without limitation for all property damage, missing or damaged items, smoking fee, cleaning fee, guest compensation, etc. We will make every effort to rectify any damage internally prior to contracting specialist to make the repairs, and therefore will make every effort to keep any costs that the guest would incur to a minimum.

DAMAGE DISCOVERED AFTER CHECK-OUT:

Guest Rooms found with waste strewn around, in complete disorder, and/or "trashed" will be subject to maintenance deep cleaning fee, administration fee and/or third party fees.

DAMAGE TO ROOM:

Damage to rooms, fixtures, furnishing and equipment including the removal of electronic equipment, towels, art work, etc. will be charge at 120% of full and new replacement value plus any shipping and handling charges. Any damage to hotel property, whether accidental or willful, is the responsibility of the registered guest for each particular room. Any costs associated with repairs and/or replacement will be charged to the credit card of the registered guest. In extreme cases, criminal charges will be pursued.

DAMAGE TO MATTRESSES AND BEDDING:

Damage to mattresses and linen including; towels, mattress pads, sheets, bedspreads, blankets resulting from the use of body oils, make-up, shoe-polish, etc. will result in a charge for the special cleaning, repair or replacement of the damaged article.

DAMAGE OR TAMPERING WITH FIRE DETECTION SYSTEMS/FIRE-FIGHTING EQUIPMENT:

The Grand Hotel reserve the right to take action against any guest or visitor found to have tampered or interfered with any detection equipment throughout the hotel, including detector heads in public areas, guest rooms, break glass points and fire extinguishers. Guests or visitors found to have tampered with any fire detection or fire-fighting equipment will be charged with any costs incurred by the hotel due to their actions and will be evicted from the hotel. Depending on the severity of the guest actions, law enforcement may become involved at the hotel's discretion. Should the fact that fire-fighting or detection equipment had been tampered with come to light after the guest has departed, we reserve the right and you hereby authorize us to charge your credit or debit card for any damage incurred to your room or the Hotel property during your stay, including and without limitation for all property damage, missing or damaged items, smoking fee, cleaning fee, guest compensation, etc.

CHANGES OR MODIFICATION TO THE HOTEL POLICY/HOUSE RULES:

The Grand Hotel Wicklow reserves the right to amend, modify, change, cancel, vary or add to these Hotel Policies/House Rules or the arrangements and content featured on our Hotel website at any time without prior notice. Please check our website regularly for updates to Hotel Policy/House Rules. Any modification to these Hotel Policy/House Rules that occurs before your departure is considered a part of your reservations agreement with us. A copy of these Hotel Policy/House Rules is located on our website, in the Guest Room Notebook, and available from Front Desk staff upon request.

GUESTS IN HOUSE COMPUTER:

Photocopies and faxes are provided for a fee. The Guest in House computer is provided for the registered guest(s) to check their email, print airline tickets, etc. like activities. Children are not allowed on the computer, nor is it intended for gaming, movies, etc.