

## **IRISH CLOCK HOTEL CHARTER Valid as of 1<sup>st</sup> March 2009**

### **INTRODUCTION**

1. The hotel is only authorized to accommodate properly registered guests. For this purpose, guests are to present their valid national ID card or passport, or any other valid proof of identity to the relevant hotel employee upon request.
2. Management responsibilities: The management reserves for itself the right of admission to any person in the hotel premises and to request any guest to vacate his or her room at any time without any previous notice and without assigning any reason whatsoever. The guest will vacate the premises when requested to do so. In default, the management will be entitled to remove the luggage and belongings of the visitor from the room occupied by him or her by the management and a member of staff present - and lock the room or rent the room to another guest.
3. Guests are encouraged to observe the provisions of this customer's charter. In the event that a guest is in breach, the hotel has the right to withdraw the provision of accommodation and services before the agreed period has elapsed.

### **BOOKING**

4. In special cases, the hotel may offer a guest accommodation other than that which has been arranged, if it does not differ in any essential manner from that which was stipulated in the confirmed booking.
5. On the basis of a confirmed booking the hotel is to reserve the room for the guest up to 6:00 pm only, unless the booking stipulates otherwise.
6. It shall be unlawful for any person under the age of **18** to possess or consume any alcoholic beverage, illegal drugs or cigarettes whilst on the premises.
7. Minors under **18 years**, male or female, are not allowed to stay at this hotel without being accompanied by their parents or guardians.
8. The rooms cannot be used by more persons than original booked, if more persons are admitted they will be charged accordingly.

### **ON ARRIVAL**

9. The hotel is to issue guests with an accommodation pamphlet immediately upon registration, which will contain the name of the hotel, the name of the guest, the passport number with country of origin, the address of the guest, the phone number of the guest, his signature, the room number and the price for one night accommodation and the duration of the stay.
10. Guests are to use their rooms for the agreed period.
11. Check in time if the room is still occupied is approximately 1pm; if the room is vacant check in time can be earlier.
12. The Irish Clock has no specific parking area therefore guests will normally park on the street. Please note that on even numbered days i.e. **2<sup>nd</sup>, 4<sup>th</sup>** etc parking is on the opposite side of the street and odd numbered days i.e. **1<sup>st</sup>, 3<sup>rd</sup>** etc parking is on the Irish Clock side of the street.

### **ON CHECK OUT**

13. If the period of accommodation is not stipulated in advance, guests are to check out by **12.00 noon** on the last day of their stay at the latest, and they are obliged to have vacated the room by this time. If the guest requires having a late checkout, a charge of half the daily rate will be charged up until **4pm**, any time after **4pm** will be charged at the rate at time of check in.
14. In the event that the hotel has already reserved this room beforehand, and the guest fails to pay attention to requests to vacate the room, or if he or she is not present in the hotel, the management reserves the right with a member of staff in attendance to catalogue the guests possessions and to store them in a safe place so that the room can be used by the guest for whom it has been reserved.
15. Upon departing, guests are obliged to turn off all water faucets, the lights in the room and its facilities as well the air con and to shut the door as they leave.
16. Hotel keys must be deposited with the cashier at the time of check out. If you mislay the keys a cost of **200 Baht** will be charged

## **YOUR ROOM**

17. When you are not in the please ensure that all electrical equipment i.e. air con is switched off. We are environmentally aware and ask this so we can continue to offer the rooms at a competitive price.
18. **Smoking is not allowed inside any part of the building for security reasons and respect for the non smoking guests. Rooms are equipped with fire and smoke alarms for your safety. Ashtrays are provided in the rooms to enable you to go onto your balconies and smoke without leaving cigarette ends over the floor.**
19. Be advised to keep valuables in the hotel safe which is located in your wardrobe. These are digital safes and only you or your guest should know the code. Keep your door lock closed when not in the room or when you are sleeping. We have staff on the premises 24hrs. The hotel will not in any way whatsoever, be responsible for the loss of guest's belongings or any other property.
20. **Guests are to observe night time peace and quiet in the period from 10.00 p.m. to 9.00 a.m., i.e. they are not to disturb the other guests accommodated in the hotel.**
21. For security reasons, it is not appropriate to leave children under **10** years of age without adult supervision in the hotel room or other areas on the hotel premises.
22. Guests may not move furnishings, or interfere with the electrical network or any other installations in the hotel rooms or on the premises of the hotel without the consent of the hotel management.
23. No dogs and other animals are allowed in the guest rooms or bar and restaurant unless agreed first by the management.
24. Hazardous goods like gas cylinders, cooking stoves, inflammable fuels, firearms; etc in the hotel premises by guests is strictly prohibited.
25. If the guest becomes ill or injured, the hotel can help the provision of medical assistance or, as the case may be, to arrange for the guest to be taken to hospital, all at the guest expenses.
26. Washing of clothes is not allowed in the room, laundry is available in the hotel, ask the cashier or leave your laundry in the bags provided
27. Keep your door and windows closed when the air con is working
28. A guest may not use his or her own electrical appliances, which are not used for the guest's personal hygiene and comfort. You can use electric razors, hairdryers or chargers for laptops, flashlights etc in the hotel.

It is our aim to make your stay as comfortable and convenient as we can and it needs cooperation from the management and guests to be able achieve this.

## **PAYMENTS**

29. Bills must be settled on presentation with **cash**. Cheques or credit cards are not accepted
30. Unless stipulated otherwise in advance, guests are obliged to pay the prices for accommodation and other services rendered in accordance with the valid price list upon arrival. The bill is payable upon being presented.
31. The room tariff is not inclusive of any charges for food and beverages or any other services; these can be billed to your room account.
32. Guests are obliged to pay for any loss or damage of hotel property caused by themselves, their friends or any person for whom they are responsible.
33. The use of WIFI in the bar and restaurant area is free of charge for guest's and customers of the restaurant only. Non guests or non paying customers of the bar and restaurant will be charged 100 Baht per hour or part thereof.
34. There will be a corkage fee of **100** Baht per person for each person bringing his own drinks or food into the restaurant. For high spirit drinks this will be **150** Baht per person.

## **COMPLAINTS**

35. Complaints by guests and any possible suggestions for improving the hotel's activities are welcomed by the hotel management.

For further information or queries, please contact us.

Rules and regulations might change at any time.

**PLEASE SWITCH OFF THE AIR CONDITIONING WHEN YOU ARE NOT IN THE ROOM.**

**IT TAKES APPROXIMATELY 5 MINS FOR THE ROOM TO COOL DOWN AFTER SWITCHING ON.**

**CONTACT DETAILS**

**Irish Clock**

**19/5-6 Soi Sampantamit**

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