

# The Park

## Hotel, Bar & Restaurant

'The Hotel' or 'we' is The Park Hotel, 29 Denmark Street, Diss, Norfolk IP22 4LE,  
and company registration No. 5943998

### Cancellation Policy

#### General Room Booking & Cancellation Information

We will require your credit card details, which will be held on file in order to secure the room. We also reserve the right to obtain pre authorisation on your card. If you do not have a credit card, we will require one nights deposit in advance.

**Cancellation:** 48 hours. We will require written advance notice of any cancellation prior to your stay. Written notice is defined as a letter, fax or email. Please familiarise yourself with our cancellation policy in which we stress the importance of taking out travel insurance to protect yourself against any financial loss should you need to cancel within the cancellation period.

**Payment:** We accept most major credit cards. Cheques can only be accepted if supported by a valid cheque guarantee card. Please make cheques payable to Kost Hotels Ltd.

**Check in:** Check in time is 2.00pm on the day of arrival. For arrivals prior to 2.00pm, we cannot guarantee room availability but we will be happy to store your luggage.

**Check out:** Check out time is by 10am Mon – Fri and by 11.00am Weekends and Bank Holidays.

**No Show charges:** All bookings are guaranteed by a credit card and late arrival. Failure to arrive will result in a no show charge being charged to your credit/debit card to the rate of the room booked.

**Smoking Policy:** Smoking is not permitted in this hotel in any area. It is a criminal offence to tamper, remove or disconnect any smoke detector alarms. They are there for your safety and the safety of other guests using the hotel.

The hotel reserves the right for any member of staff to ask you to comply with this policy and the law.

If you smoke in a bedroom, the hotel shall be required to de-odorise your bedroom. In this event, the hotel reserves the right to charge you up to £100 towards the cost of de-odorising your bedrooms, and refuse you any further service.

We appreciate your co-operation in complying with this policy.