



**a totally ace place to be!**  
**ace hotel, london.**

## **Ace Hotel Group Booking** **Terms & Conditions**

### **Group Term & Conditions:**

For groups over 10 people, 50% of the total booking value will be required as a deposit to confirm your booking. Bookings will not be confirmed unless the 50% deposit is received within 7 days of making the booking. Payments can be made either by Visa, MasterCard, Switch, or in some cases cheque, Bank Transfer or cash.

The remaining balance can be paid upon arrival, except when paying by cheque or bank transfer. If paying via cheque or bank transfer, the remaining balance must be paid no later than 2 weeks prior to arrival.

Up on check in, you are required to leave a security deposit of £250.00 for any damages/vandalism caused to the hotel. This deposit will be returned on the day of your departure if no damage is detected. You can leave the deposit by cash or credit card. Cards will be pre-authorized on check in for the full amount.

### **Summer Season and some Weekends:**

During our summer season there is a minimum 2 night stay at any of our hotel. Some weekends we only except groups aged over 18yrs. Please state your groups' age when enquiring about availability.

### **Amendments/Cancellations/Refunds:**

Any amendments to your booking made with less than 28 days notice will incur a booking charge, equal to 5% of the total booking value. No refund will be given to reduction in group size.

Any cancellation made with 28 days notice or more will incur a booking charge, equal to 10% of the total booking value. This charge will be deducted from the monies received and the balance will be refunded within 28 days. The 50% deposit will not be refunded if less than 28 days cancellation notice has been given.

All cancellations must be made in writing and must be sent, faxed or emailed to the address below. No cancellations will be accepted by telephone.

### **Address:**

The General Manager  
Ace Hotel  
16-22 Gunterstone Road  
West Kensington  
London W14 9BX  
Email: [reception@ace-hotel.co.uk](mailto:reception@ace-hotel.co.uk)  
Phone: +44 (0) 207 602 6600  
Fax: +44 (0) 207 602 1021