



Eurostay Beach Hotel Summer Residence – Booking Form

AVAILABLE FROM 22.06.2019 TO 17.08.2019

STUDENT FULL NAME	
DATE OF BIRTH	
ARRIVAL DATE (SATURDAY)	
DEPARTURE DATE (SATURDAY)	
CONTACT MOBILE NUMBER	
CONTACT EMAIL ADDRESS	

I CONFIRM THAT I UNDERSTAND THAT...

- THE RESIDENCE ACCOMMODATION IS SATURDAY TO SATURDAY ONLY.
- CHECK-IN IS AVAILABLE FROM 3PM. CHECK-OUT IS BY 11AM. (SATURDAY TO SATURDAY)
- I MUST NOT HAVE GUESTS IN THE RESIDENCE PAST 9.30PM.
- I MUST PROVIDE A COPY OF MY PASSPORT TO WESTBOURNE ACADEMY BEFORE I ARRIVE.
- I MUST PAY A DEPOSIT OF £100 DIRECTLY TO EUROSTAY BEACH HOTEL.
- IF I WANT TO LEAVE THE RESIDENCE I MUST GIVE TWO WEEKS' NOTICE.
- IF I DAMAGE THE RESIDENCE, I WILL BE RESPONSIBLE FOR THE COSTS WHICH MUST BE PAID BEFORE I LEAVE.
- ANY EXTENSIONS ARE SUBJECT TO AVAILABILITY.
- ALL FEES FOR THE RESIDENCE ARE PAYABLE IN FULL TWO WEEKS BEFORE ARRIVAL.
- I MUST READ AND SIGN THE EUROSTAY HOTEL RULES, TERMS AND CONDITIONS WHEN I ARRIVE AT THE EUROSTAY HOTEL.
- MY BEDROOM IS CLEANED WEEKLY.
- THE EUROSTAY HOTEL RESIDENCE IS NON-SMOKING.
- THIS IS MY REGISTERED ADDRESS IN THE UK AND I MUST NOT SLEEP ANYWHERE ELSE WITHOUT INFORMING WESTBOURNE ACADEMY FIRST.

SIGNATURE:	DATE:
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Dear Guest,

Firstly, we wish you a pleasant stay in our hotel and hope you will enjoy your time. We ask you to use our accommodation as you would your own home and to treat the equipment provided with respect including the material belongings of others. In order for you to get the most out of it, we recommend you to follow these few simple rules. These will avoid any misunderstandings and will ensure that the bedrooms stays in good order.

General rules:

- Hotel manager is an authority in the Eurostay Bournemouth Beach and will ask you to sign the Hotel Rules as acceptance of them upon your arrival and will require you to follow the Hotel Rules at all times during your stay.
- No loud noises or disturbances after 9.30pm (respect some of our guest have to work and study long days and require a good night sleep).
- No parties at any time.
- No strangers are allowed, however family visitors after previous approval by manager. Fines apply.
- No smoking, alcohol, bad language, or drugs on the premises (including marijuana).
- Use the door knob, do not slam the doors!
- Do not run downstairs (it's causing the noise in the room below) and it's a potential hazard
- If you are using a computer to talk to your family in late hours, please respect those who wish to sleep by keeping the noise down and use headphones.
- Report to manager any broken or malfunction equipments.
- Keep the hotel clean and tidy at all times, use the bins.
- Show respect for the needs of the neighbours as you would like them to be considerate of your needs.
- If you see or know of other guests breaking the hotel rules, you are responsible to report it to manager.
- Ensure the safety of yourself and others
- Inform the Hotel Manager of your whereabouts when on holidays, trips, duration and date of the arrival.
- Provide the Hotel Manager with your contact details and contact in case of an emergency.
- Please do not leave your personal items unattended. Anything lost or stolen is your own risk and responsibility.
- Please close the windows once you leave the hotel for safety reasons.

Bedroom:

- No Electrical items are allowed in the bedroom including irons and kettles. A penalty of £50 will be charge if you bring and use any electrical item in the hotel bedroom.
- Cooking of any kind is not allowed, a penalty of £50 will be charge.
- You are provided with a small rubbish bin inside your bedroom, if you have extra bags or boxes you will need to bring it to the designated area (ask a staff member).
- Bedrooms to be cleaned on weekly basis (Manager's inspection if necessary).
- No food in rooms permitted, you are to eat and drink in Dining room areas only.
- No visitors over night are permitted. A penalty of daily room rate will apply.
- No smoking (shisha, incense), alcohol or drugs (including marijuana). A penalty of £100 will be charge, and you will be asked to leave without any refund.

Kitchen:

- Thoroughly clean plates, and dishes etc with washing up liquid, straight after you finish using them. Do not leave this for later, even if you are in hurry. Manage your time so that you can always fulfil this duty.
- If you are not doing this appropriately and someone else has to clean on your behalf, you will be charged a penalty.

Bathroom:

- Use shower cubicle to shower in. If the bathroom is flooded with water after you use it, you are to mop the floor after yourself.
- Always flush the toilet after each use and turn off the water taps properly, so that no water is dripping.
- Refrain from using the bathroom as laundry room.
- Refrain from disposing of nappies, sanitary towels and tampons down the toilet you should use the disposal bins provided.

Breakfast:

- Breakfast will be served during weekdays between 7.30 AM to 10.30AM and 8:00 AM to 10:30 during weekends, please make sure to place all your crockery and cutlery in the service trolley after you finish.

Utility areas:

- Laundry room is available, you will need to book and pay a slot in reception.
- Wash and Dry machine – read manual on how to use it. Control your turn, empty wash machine as soon as your cycle is finished.
- Iron & ironing board – when finished with iron, turn off and unplug from the wall.

Zero Tolerance – Abusive or Aggressive Behaviour:

We have a Dignity at Work and Zero Tolerance policy. This means that aggressive or violent behaviour towards our staff or any member of the public within our premises will not be tolerated under any circumstances. Aggressive or abusive behaviour includes: Language (whether verbal or written) that may cause staff to feel afraid, threatened or abuse and may include threats. Personal verbal abuse. Derogatory remarks and rudeness. Inflammatory statements. Remarks of a racial or discriminatory nature. Unsubstantiated allegations. Physical aggravations.

You will be asked to leave our premises and will automatically loose your deposit and any fees relating to your accommodation if you behave in such manner.

Wi-fi / Internet Connection:

- WIFI provided for those with their own Laptop, login and password
- Make sure it is not to be used to play games on!
- You are not allowed to:
 - Download big files such as movies, games or play online games. (It is slowing internet down and using our limited allowance. If we use up all of our allowance, internet will be either slow, or it may get disconnected until the new plan starts the next month.) We will apply relevant charges.
 - Change any default connection to the services, which will involve re-installation (e.g. TV cable, PC internet etc.)
 - download pirate software onto Eurostay IP address
 - Temper with WiFi. (You are to use WiFi connection only. The use of cable connection is not allowed)

Common Areas:

- No smoking (shisha, incense), alcohol or drugs (including marijuana). A penalty of £100 will be charge, and you will be asked to leave without any refund.
- Close all the windows and doors (theft, animals & insect).
- Ensure there is no excessive waste or usage of water, electricity, gas.
- You are not allowed to bring any other furniture into the hotel

Outside Areas:

- Smokers are to use ashtrays, do not dump butts or ash in the on the ground.
- Keep the noise down after 9.30pm, please respect your neighbours.
- Animals and pets are forbidden in any part of the property

Payment Conditions:

- A deposit of £100 per guest will be taken to book or upon arrival and refunded after check out and approval of the hotel manager. Non-refundable in case of curtailment of the stay, non arrival or booking cancellation. Loss of keys will be charged at £40.
- Full payment of the reservation must be made upon arrival or valid credit card must be presented.

Check - in

- Check in will be available after 3:00 PM

Check - out

- Check out time only before 11 am on your leaving day

Check out duty involves:

- Return keys
- Please remove all your personal items when moving out and make sure you take everything with you. It is your responsibility to check for your belongings before you move out from the hotel and you return the hotel key.
- Euro-Stay reserves the right to ask you to change the room if required.

In case of damages:

- The guest is responsible for damaged walls due to bad weather or rain when leaving the windows open. Fees apply.
- Otherwise, for breaking or damaging the hotel equipment, the following fees will apply:

ITEM	PRICE
• Heater	£200
• TV	£250
• Washing Machine	£700
• Drying Machine	£700
• Mini Fridge	£190
• Oven and cooker	£600
• Microwave	£100
• Table and chairs	£100 per item