

## Terms and Conditions & Frequently Asked Questions

### **Do I need to pay a deposit when I make a booking?**

Yes. A deposit of €100 is required at time of booking and is refundable up to 4 weeks prior to arrival.

### **Is the deposit refundable if I cancel?**

The deposit is refundable up to 4 weeks prior to arrival. Any Cancellations received less than 4 weeks prior to arrival will not be refunded but can be used towards future bookings at Talbot Suites at Stonebridge.

### **Do I need to pay the balance of my booking before I arrive?**

Yes. The full balance of your booking must be paid 4 weeks prior to arrival.

### **What happens if I need to cancel 3 weeks prior to my arrival?**

The deposit and full balance of booking will be non-refundable.

### **How do I cancel my booking?**

To cancel a booking call Reservations on 053 9122566 or email [reservations@talbotsuites.ie](mailto:reservations@talbotsuites.ie)

### **Are utilities included in the price?**

Yes. Utilities are included in the rates advertised.

### **What does utilities include?**

These include energy costs, secure car parking and access to Talbot Quay Leisure Centre.

### **Is a security deposit required on arrival?**

Yes. A security deposit of €150 is required on check-in and will be returned after departure.

### **When and where can I check in?**

Check in is from 4pm and guests should check in at Talbot Suites main reception. You must check-in before proceeding to the car park. There is a set-down area available outside the hotel. If you are checking in after 6pm, please go to the Talbot Hotel main reception.

### **What time is check-in?**

4pm

### **What time is check-out?**

10am

### **Are cots available?**

Cots are available on request. Please mention at the time of your booking.

### **Are additional beds available?**

Yes, we can provide camp beds/sofa beds for €25 and they are suitable for children 13 and under. Please mention this at time of booking.

### **Can I stay for 1 night?**

No. There is a minimum stay requirement of 2 nights.

### **How often will the apartment be serviced during my stay?**

Once on a weekly stay with fresh linen and fresh towels, once on a 5-night stay with fresh towels only. The apartment will not be serviced on a 2 or 3-night stay.

# TALBOT SUITES

## AT STONEBRIDGE

### **Are pets allowed?**

No.

### **Are the kitchens fully equipped?**

Yes. There is an oven, microwave, dishwasher, fridge freezer, coffee machine in each apartment.

### **Are there laundry facilities?**

Yes. Each apartment has its own washing machine and dryer. We do not allow clothes on the balcony.

### **Is the complex secure?**

Yes. The complex is extremely secure. Only guests with key card access will have access to car park, lifts, and apartment. Guests will only have access to the level that their apartment is on.

### **Is there a safety deposit box in each apartment?**

Yes.

### **What kind of heating is in the apartments?**

Gas central heating.

### **Is there Wi-Fi available?**

Yes. There is FREE Wi-Fi throughout the complex for guests.

### **How far is the Talbot Hotel Wexford from Talbot Suites at Stonebridge?**

The Talbot Hotel Wexford is located less than 100 metres from the apartments on the Quay front.

### **Can I dine in the Talbot Hotel?**

Yes. All Talbot Suites at Stonebridge guests are welcome to use all food and beverage services at the Talbot Hotel Wexford.

### **Is there a Kids Club?**

No.

### **Can I smoke in the apartment?**

All apartments are **non-smoking**. Smoking is only permitted on balconies.

### **Can I have a barbeque?**

No. Barbeques are **not permitted** in the facility.

### **Do Talbot Suites at Stonebridge accept Talbot Collection Gift Cards?**

Yes.

### **Can I charge Food and Beverages to my Apartment if I dine at the Talbot Hotel Wexford?**

Yes.

### **Are any of the Apartments wheelchair accessible?**

No, but we are DAC (Disability Access Certificate) approved.

### **Do you have a babysitting service available if required?**

Yes. Please enquire upon booking.

### **Are there hairdryers?**

Yes. There is one hairdryer per apartment.

**Are there towels and linen provided?**

Towels and linen are provided.

**Are there televisions and DVD players?**

All living rooms and bedrooms have televisions. DVD players are not available.

**Terms & Conditions**

All rates quoted are subject to availability. To make a booking you must give a valid credit or debit card that will be charged the €100 booking deposit. There is a minimum length stay of 2 nights.

- Full payment less your deposit of your booking will be required 4 weeks prior to your arrival.
- A security deposit of €150 will be required at check-in on day of arrival.
- Cash will be accepted, or a credit/debit card will be charged €150 security deposit on check-in.
- The security deposit will be refunded within 48 hours of departure, only after cleaning / damages / other have been assessed. The hotel has 48 hours after check-out to make a claim on the security deposit.
- The apartments are non-smoking. Smoking is permitted in balconies only. Any guest found in breach of the apartments non-smoking policy will be charged cleaning fees (€150 minimum charge) and loss of revenue compensation.
- Talbot Suites at Stonebridge are supplied with duvets, all bed linen, and towels. Apartments will be serviced once in a weekly stay with fresh linen and fresh towels, once on a 4 or 5-night stay with fresh towels only. The apartment will not be serviced on a 2 or 3-night stay.
- There is no service of apartment on a 2 or 3-night stay.
- If you require fresh towels, please inform reception prior to 11am and they will be replaced for you at an additional charge. The charge for extra towels is €10 per change.
- Talbot Fitness Leisure Centre located at the Talbot Hotel Wexford do provide towels to Talbot Suites at Stonebridge guests complimentary. These towels must remain at Talbot Fitness and should not be brought back to the apartments.
- Should you wish to have your apartment serviced during your stay please inform reception 24 hours in advance. A charge of €50 applies.

We provide the following inventory in each apartment:

- Drinking Glasses & Wine Glasses
- Cups & Teaspoons
- Knives
- Spoons
- Forks
- Plates
- Bowls
- Saucepans
- Frying Pan
- Casserole Dish
- Chopping Boards
- Washing Up Liquid
- Wine & Can Opener
- Dish Basin & Draining Board
- Tea Towel
- Toaster
- Microwave

# TALBOT SUITES

## AT STONEBRIDGE

- Kettle
- Coffee Machine
- Fridge Freezer
- Dishwasher
- Washing Machine
- Dryer
- 1 Rubbish Bag
- 1 Dishwasher Tablet
- 1 Washing Machine Tablet
- 1 Soap
- 1 Miniature Shampoo
- 1 Miniature Shower Gel
- 2 Coffee Pods
- 4 Sachets Sugar
- 4 Sachets Coffee
- 4 Teabags

A starter pack is included on check in and will not be replenished during your stay. This includes:

Coffee Pods for the Coffee Machine are available to purchase at Talbot Suites Reception for €0.50c each should you require.

Failure to leave the accommodation in a clean and acceptable condition or in the event of any damage or theft arising during the rental period will result in the appropriate charge, set by Talbot Suites at Stonebridge Management.

Talbot Suites at Stonebridge guests are issued with 2 keys on arrival. Only guests with key card access will have access to car park, lifts, and apartment. Guests will only have access to the level that their apartment is on. Guests are always advised to keep their key with them.

Apartment check-ins takes place from 4pm at Talbot Suites main reception. The apartment must be vacated and checked out at the main reception desk at Talbot Suites main reception by 10am on the morning of departure. Early and late check-outs may be requested but not guaranteed. Late check-outs incur an automatic charge of **€50 per hour with a maximum stay until 12pm**. (Please note this is subject to availability)

Failure to notify us of a late arrival (after 8pm) by email [reservations@talbotsuites.ie](mailto:reservations@talbotsuites.ie) or telephone 053 9122566, 48 hours prior to arrival may result in your reservation being cancelled.

Talbot Suites at Stonebridge are not responsible for any loss of valuables or property during your stay or left behind after departure. All items supplied in the apartments are the property of Talbot Suites at Stonebridge and should not be removed.

Talbot Suites at Stonebridge reserve the right to visit your apartment at any point during your stay to inspect the property or carry out any necessary repairs or maintenance. The number of persons stated on the reservation must not be exceeded. All guests must be registered on the registration card on check-in due to fire regulations. Talbot Suites at Stonebridge reserves the right to terminate the contract if the behaviour or conduct of the client either prior to / or during their stay is likely to endanger the safety or wellbeing of themselves or of other guests.

Guests who have booked as a group such as Hen & Stag parties, Golf Groups, Groups of friends, etc. will be asked to read and sign our 'Group Terms & Conditions' on check-in. This is different to our regular Terms & Conditions. Check-in without signing the Group T&Cs will not be possible. The booking deposit given on arrival will be held as a group and will be refunded once all apartments within the group have been checked on departure.