

## Rate Agreement Terms & Conditions 2025

### RATE CONDITIONS

- Rates quoted are net of commission and include government tax (VAT) at the rate of 13.5%. The Hotel reserves the right to amend these rates in the event of changes to the rate of tax, or the introduction of any new government levy.
- Rates include service charges. Gratuities are at a client's discretion
- Rates quoted include full Irish Buffet Breakfast, free WiFi, free parking, complimentary access to Tralee Leisure Complex • Dinner Supplement comprises a 3-course set menu, inclusive of starter, main course, dessert and tea/coffee.
- Rates apply only to bona fide leisure FIT and ad hoc group leisure travellers booked via the Tour Operator
- Rates are quoted exclusively for Operator on its own distribution system and are non-transferrable. Breaches to this will lead to termination of the contract.
- Neither agreed rates nor allocations will feature on any public or consumer internet site. Nor should they

### SUPPLEMENTS, FREE POLICY, CHILD RATES

- Triple/Quad Room Reduction: €5 per person, per night to be deducted off the per person sharing rates. (Triple room defines a room with one double and one single bed, quad room defines a room with one double and 2 single beds)
- Children of 4 years of age and under are free once sharing in an adult's room. A quality travel cot with full bedding is included in the room price.
- A child aged between 5 years and 12 years or younger is subject to a supplement of €20 per child when sharing in an adult's room. Breakfast is included in this rate.
- A child of 13 years plus is charged at the same rate as an adult.
- Dinner supplement per child up to 12 years old is €15. Price includes a main course and dessert from the children's menu.
- Dinner supplement for a child aged 13 years plus is charged the same as an adult.
- Portage: the charge is €2.50 per bag each way.
- While the Hotel will make every effort to limit the number of black out/ fair rate dates to those noted in this contract, occasionally further black out/fair rate dates may arise throughout the year. In this case, the

### CANCELLATIONS

- All amendments, including cancellations to bookings, must be notified in writing to the Hotel and the Operator must be able to supply proof of same.
- FIT cancellation policy
- Cancellation policy for all FIT reservations is (e.g.) 48 hrs in advance of arrival date.
  - Cancellations received after this time will be charged for the first night's accommodation.
  - FIT Reservations - in the case of a 'No Show', one night's accommodation will be charged at contracted rate. Additional nights reserved will be released at no charge.
  - Hotel reserves the right to arrange alternative comparable accommodation of similar standard and location where the booked accommodation becomes unavailable.
  - In such eventuality the Hotel shall communicate at the earliest opportunity with the Operator in order to best facilitate both the Operator and its clients.

### PAYMENT TERMS

**Credit Account Customers**

- Where an approved credit facility is in place invoices will be sent or emailed to the Operator on date of departure. Invoices are billed in local currency and the Operator agrees to discharge amounts payable in local currency within (e.g.) 28 days of stay/within 30 days of the invoice issue date.
- Failure to comply with credit terms will result in credit facilities being withdrawn.
- Hotel reserves the right to levy interest on overdue accounts at 2% per month or to levy the maximum amount allowable under law.
- Accommodation Vouchers presented by the guest/client on arrival should state clearly the services contracted and chargeable to the Operator.