

Guest Suite and Car Parking Payments and Refunds Terms and Conditions 2023

Payments

- 1 All payments for the use of a guest suite and a car parking space are to be made in advance. No booking will be accepted until payment has been received.
- 2 All payments must be by credit or debit card as arranged through the concierge or other authorised person. If the payment is not made in person on The Arena site, the concierge will send a web-site link to the client so that the client can pay by card online.

Refunds

- 3 In the event of a booking of a guest suite being cancelled at least 24 hours in advance, a refund of the charge will be made, less a £5.00 administration fee.
- 4 No refund will be made in the case of cancellation of a guest suite booking less than 24 hours in advance, except that any nights of the booking which are more than 24 hours after the cancellation shall be refunded, less the £5.00 administration fee.
- 5 In the case of cancellation of a parking booking not associated with a guest suite booking, a refund will be made of any charge, less an administration fee of £5.00 (so that no refund will be payable if the parking charge was £5.00 or below).

General

- 6 In the event of extra cleaning being required at the conclusion of a guest suite booking by reason of the guest suite being left in an unreasonable condition, a charge of £40.00 shall be paid by the hirer of the guest suite. The opinion of the Chairman of Arena Residents Association Ltd shall be final in the event of a dispute as to whether or not the guest suite was left in an unreasonable condition.