

# Terms & Conditions

## Book Direct Campaign

### Save up to 10%

- Up to 10% will be the saving offered to guests booking directly on the hotel's main website.
- The hotel's main website is [www.carltondublinairport.com](http://www.carltondublinairport.com).
- The up to 10% discount will be applied to the "pay on arrival offer" when the promo code "direct" has been applied on the hotel's main website.
- The hotel reserves the right to withdraw the saving of up to 10% for high demand dates as deemed applicable by the hotel.

### Complimentary Drink or Dessert (Instant Reward Voucher)

- One Instant Reward voucher will be issued per room for each booking made on the hotel's main website.
- One Instant Reward voucher will be issued following check in.
- The Instant Reward voucher can be redeemed only on the dates of stay during which it was issued.

### Complimentary Tray Charge

- Complimentary tray charge (delivery to guest bedroom) will be offered to guests that booked directly on the hotel's main website.
- One complimentary tray charge per 24 hours will be offered complimentary and any additional deliveries will be charged for at a fee of between €3 and €7.50.

### 2pm Late Check Out

- 2pm late check out may be offered complimentary only to rooms which are booked directly on the hotel's main website.
- 2pm late check out must be booked the night in advance with the front desk team.
- Late check out at 2pm cannot be guaranteed for each room booked on the hotel's main website and the hotel reserves the right to refuse this benefit as deemed necessary.

## **Room Upgrades**

- Room upgrades may be offered complimentary only to rooms which are booked directly on the hotel's main website.
- Reservations secured via another booking method will not be deemed eligible for a complimentary room upgrade.
- Room upgrades may be allocated at the time of check in on a first come first serve basis – subject to availability.
- Room upgrades cannot be guaranteed for each room booked directly on the hotel's main website and the hotel reserves the right to refuse this benefit as deemed necessary.
- Room upgrades will not be possible if the original reservation secured the highest room class available in the hotel.

## **11<sup>th</sup> Night on Us**

- Complimentary 11<sup>th</sup> room night is subject to availability.
- Complimentary 11<sup>th</sup> room night will only be granted once all 10 previous direct bookings have been verified in the hotel reservation system.
- To avail of the complimentary night, the guest must contact the hotels reservation department directly a minimum of 3 days prior to the requested date of stay.
- The hotel reserves the right to request a copy of guest's confirmation for each of the 10 direct bookings preceding an 11<sup>th</sup> night redemption
- The preceding 10 direct bookings must be registered in the same full name as is being redeemed for the complimentary 11<sup>th</sup> room night.
- Complimentary 11<sup>th</sup> room night will only be reserved in the standard room class and subsequent room upgrades will be charged for according to the room class occupied.
- Applies from all bookings made onwards from the 1st January 2018.

### **Instant Reward Voucher - Terms and Conditions**

- The instant reward complimentary dessert can be chosen from Kitty Hawks Bistro dessert menu.
- The instant reward complimentary welcome drink can be chosen from the following: glass of house wine, bottle of beer or cider, pint of draught beer or cider, spirit with mixer or soft drink.
- Welcome drink excludes the following: specialty coffees, cocktails, premium wines, sparkling wine and premium spirits.
- An instant reward voucher cannot be used more than once and must be redeemed during the stay for which it is issued.
- Instant reward voucher requires the purchase of the one adults main course from Kitty Hawks bistro, from either the day or the evening menu.
- The instant reward voucher must be presented to the staff member at the time of placing the order in Kitty Hawks bar and bistro.

**Carlton Hotel Dublin Airport reserves the right to amend the Book Direct campaign offer and campaign terms at any time.**