**The Hotel**

**Street 123, New York, NY. USA**

**Telephone: +1 (0) 123 456 789**

**thehotel@email.com**

**website.com**

**Provisional Booking**

**{{FIRSTNAMEPB}} {{SURNAMEPB}}**

[{{EMAILPB}}](mailto:%7b%7bEMAILBK%7d%7d)

{{todaypb}}

Dear {{FIRSTNAMEPB}},

Thank you for your interest in staying at The Hotel.

We have made a provisional booking for you as follows:

**{{NGUESTPB}} {{NPPB}} in a {{TROOMPB}} Room.**

**At a rate of £{{AMOUNTPB}} per person per night. (Total: £{{TAMOUNTPB}})**

Check-in from 15:00\* on {{FDAYPB}}.

Check-out before 10:00 on {{LDAYPB}}.

**£{{TAMOUNTPB}} is due by {{FDAYPB}}. If we have not received your payment by then, your booking might be cancelled.** Your payment may be made in a variety of ways, but most easily by bank transfer (details below). If you would like to pay by credit/debit card, please phone reception to process your payment. **Please note that all payments must be made in advance and no cash payment will be accepted.**

To check-in, it will be necessary to show your passport or I.D. card or driver’s licence.

We hope you are enjoying your stay at The Hotel!

Yours sincerely

{{RECEPTIONISTPB}}  
*Reception*

**\*Please note that Reception opening hours are as follow:**

|  |  |  |
| --- | --- | --- |
|  | **Open** | **Close** |
| **Mon, Tue, Thu** | 8:00 | 16:00 |
| **Wed** | 8:00 | 17:00 |
| **Fri,Sat** | 8:00 | 16:00 |
| **Sunday** | Closed | |

**If you arrive outside of Reception opening hours, please ring 123 456 789 and someone will come to greet you and check you in.**

**Please note!**

**If you cancel your booking up to 14 days before your check-in, payment will be refunded to you in full.**

**If you cancel your booking within 14 days of check-in, payment is non-refundable. However, if government guidelines change which would affect your booking, we can make a new reservation for you at no extra charge or you can obtain a full refund.**

**Breakfast**: 7.30 – 9:00 (Weekdays) 7.30-9.00 (Saturdays) 8:30-10.00 (Sundays)

**Lunch:** 13:00-14:00 (Saturdays & Sundays)

**Dinner:** 18:00 – 19:30 (Weekdays/Saturdays) 17:30-18:30 (Sundays)

A strict **RULE OF SILENCE** is observed in the building after 23:00.  Late night partying and drunken behaviour will not be tolerated!  We seek to provide a calm atmosphere for study, reflection, and relaxation.

We are now a **NON-SMOKING** hostel, however, a smoking area is provided in the garden until 22:00