

Web Site Information

Comfort Resort & Suites owns and manages ComfortResort Nigeria website, this site may contain links to other websites (“Linked Web Sites”). Those links are provided for convenience only. You acknowledge and agree that Comfort Resort & Suites does not have any control over the content or availability of Linked Web Sites and accepts no responsibility for the content, privacy practices or any other aspect of Linked Web Sites.

While all reasonable efforts have been taken to ensure the accuracy of information on the Websites, Comfort Resort & Suites does not accept responsibility for errors or omissions and reserve the right to amend, cancel or vary any of the arrangements featured on the Websites without notice.

The content of the Websites is the copyright of the Comfort Resort & Suites, and may not be copied, reproduced, published, distributed or amended for any other purpose without our prior written consent.

The reservations feature of the Site is provided solely to assist customers in determining the availability of travel-related services and products and to make legitimate reservations and for no other purpose.

You warrant that you are at least 18 years of age, possess the legal authority to enter into the legal agreement constituted by your acceptance of these Conditions and to use the Site in accordance with such Conditions.

You agree to be financially responsible for your use of the Site including without limitation for all reservations made by you or on your account for you, whether authorised by you or not. For any reservations or other services for which fees may be charged you agree to abide by the terms or conditions including without limitation payment of all moneys due under such terms or conditions.

The Site contains details of hotel charges and room rates (including any available special offers) for hotels owned or managed by Comfort Resort & Suites. Hotel reservation terms and conditions of booking are set out on the Site and payment will be in accordance with the procedure set out in such terms and conditions.

No contract will be valid between you and Comfort Resort & Suites in respect of any services or products offered through the Site unless and until Comfort Resort & Suites accepts your order by e-mail or automated confirmation through the Site confirming that it has accepted your reservation, booking or order and any such contract shall be deemed to incorporate the hotel reservation terms and conditions of booking.

You undertake that all details you provide in connection with any services or products which may be offered by Comfort Resort & Suites on the Site (including hotel room reservations) will be correct and, where applicable, the credit card/debit card which you use is your own and that there are sufficient funds to cover the cost of any services or products which you wish to purchase. Comfort Resort & Suites reserves the right to obtain validation of your credit/debit card details before providing you with any services or products.

According to government regulations a valid photo id has to be carried by every person above the age of 18 staying at the hotel. It is mandatory for guest to present valid photo id at the time of check in.

Kindly note all taxes mentioned in our package and final negotiated rates have been as per current Government regulations. Any changes in tax structure due to Government policies or changes in rules are applicable at the time of billing.

Booking & Payment

We shall have the right to require full payment in advance or a deposit at the time of booking. No booking shall be treated as confirmed until the payment details and/or deposit have been provided.

Once your booking has been successfully completed, a Booking Confirmation will be issued and sent to the email address provided in your payment details. You **MUST** present your Booking Confirmation(s) upon check-in at the Hotel, together with your identification document (national registration identity card, passport, driver's license or other identification card or document as the Hotel may require). If you do not receive your Booking Confirmation(s) within twenty four (24) hours from the time of booking, please contact us. All enquires will be attended to not later than forty eight (48) hours from the time of request.

Credit card bookings made within five (5) days prior to check-in date will require presentation of the credit card used for payment of the booking during check-in. Failure to do so may delay your check-in process.

All outstanding charges must be paid for in full on check-out from the Hotel. If staying for multiple nights at the Hotel we may require you to make payment for any outstanding charges on a more frequent basis during your stay.

We accept the following credit/debit cards: Verve, MasterCard or VISA

ROOM RATES

Rates quoted are in Naira.

The rates quoted are based on per room per night. The prices displayed on the websites are an average per room per night. Any meals or service are included only if specified.

All room rates are inclusive of VAT.

Comfort Resort & Suites reserves the right to amend room rates without prior notice.

Cancellation and Early Checkout Policy

Should your plans change, be sure to inform within the following guidelines for a refund of your deposit. A cancellation number will be given to insure proper return of the deposit. If the cancellation does not meet guidelines, the deposit will be retained.

For early checkout, you are responsible for the entire reservation and will be charged as such if the remainder of the reservation can not be rebooked. If unsure of the policy, contact the hotel for clarification.

Please note a multiple room reservation is added together for the total of “reserved nights”. For example, two rooms reserved for four nights would be 8 reserved nights. For this example, the 8 reserved night’s cancellation period is 14 days.

Reserved Nights	Cancellation prior to arrival
1	48 hours
2-6	7 days
7	14 days

Refund Policy

When you cancel a booking and are entitled to a refund then we will instruct the refund right away. The processing will take between 2-4 weeks until the whole amount shows back on your credit card statement. Reasons for this are the billing cycle of your credit card company and processing time of the bank. The refund amount depends on numerous factors such as the hotel’s cancellation policy, time of cancellation and processing fees. For more details see cancellation policy above.

In case a reservation that you make is not confirmed, we will not charge you anything on your credit card and release the whole amount that was held on it immediately. Now after we do this, it will still take a maximum of 2-4 weeks for the bank to process this and for the money to show back on your credit card.

Check-in/Check-out Requirements

In the interests of security and to prevent fraud, at the time of check-in, guests may be required to confirm their identity by providing their booking reference; their passport/identity card/driving license and a valid credit or debit card. These records will be kept for at least 12 months and may be disclosed or made available for inspection by any police officer or as otherwise required by applicable law in connection with the prevention or investigation of crime. The information above may be requested for each member of your party over the age of 16 and we reserve the right to refuse entry to persons who cannot provide the information set out above. Unless otherwise stated on the booking confirmation, the below terms will apply;

- Check in time is 12:00 noon
- Check out time is 12:00 noon
- Rates are room only
- All Rates are inclusive of 5% VAT and 10% Service Charge
- An additional 50% of room rate will be charged for all late check out between 11:00 hours and 18:00 hours
- Full room rate will be charged for late check out after 18:00
- Rates are subjected to change without prior notice
- Payment can be made with all major currencies at the prevailing hotel exchange rate.

Hotel Events

Please be aware that at certain times throughout the year some of our facilities may host weddings, events and parties, which you may feel would be an intrusion on your break. Please contact the Hotel directly in advance of your stay for further information.

Guest Behaviour

Guests are requested to conduct themselves appropriately at all times, to comply with establishment's rules and regulations, respect for the property of the Hotel, its employees and guests and their health and safety. We reserve the right to refuse accommodation or services or remove you and members of your party from the Hotel if, in our reasonable opinion, we consider this provision to have been breached. Where this is the case shall have no obligation to refund you for lost accommodation, other services or any other loss or expense incurred.

Smoking

Guests are not permitted to smoke inside the rooms or any enclosed areas inside the establishment. Smoking is allowed in open areas of the hotel.

Children

All children (a person under 16 years of age) staying at the Hotel must be accompanied by an adult and must be supervised by an adult at all times.

Force Majeure

Comfort Resort & Suites accepts no liability and will not pay any compensation where the performance of its obligations is prevented or affected directly or indirectly by or as a result of force majeure or any circumstances beyond its reasonable control including, but not limited to, flood, earthquake, extreme adverse weather conditions, natural disasters, other acts of God, acts of terrorism, fire or failure of electric power, gas, water, or other utility service, plant machinery, computers, vehicles or any collapse of building structures.

Right to refuse accommodation

Comfort Resort & Suites reserves the right to refuse accommodation to you or any person(s) without any notice and terminate any booking without being liable for any refund or compensation for the following reasons:

- the booking has been paid through fraudulent means
- the booking has been altered by anyone other than Comfort Resort & Suites' authorised agent or has been tampered with or the Booking Confirmation has been defaced (in which case Comfort Resort & Suites reserves the right to retain such booking documentation)
- the person checking in is not or cannot prove that he/she is the person named in the Booking Confirmation
- as permitted under the provisions of these Terms and Conditions

Right to amend general terms and conditions

Comfort Resort & Suites reserves the right to cancel, amend or vary the arrangements and content featured on the Comfort Resort & Suites Website and/or change, amend, vary or add to these Terms and Conditions at any time without prior notice