

## **Terms & Conditions**

### **1. Making your booking**

#### **a. Reservations**

A valid credit card is required to confirm your booking. For those customers with account facilities an email or letter is required to confirm.

The hotel will provide confirmation of your booking upon request. Please check the confirmation carefully as soon as you receive it. Contact us immediately if any of the details or information on the confirmation appears to be incorrect or incomplete as it may not be possible to make changes later.

#### **b. Group Reservations**

The Lead Booker must be authorized to make the booking by all persons named on the booking and by their parent or legal guardian for all group members who are under 18 years when the booking is made. The Lead Booker must be at least 18 years or more at the time the booking is made. The Lead Booker is responsible for all payments due to us for non arrival or late cancellation of any rooms under their group reservation. The Lead Booker is responsible for all other payments incurred by group members in the event of non payment by named individuals on the group.

#### **c. Third Party Reservations**

When making a booking on behalf of another individual the booker is responsible for any non arrival or late cancellation fees. Charges will be made against the payment details provided at the time of booking. It is the booker's responsibility to make sure correct billing instructions are provided prior to the guest's arrival so that we can endeavour to fulfil any such requests. When the hotel is requested to charge any part of the guest bill to a third party card payment would be taken at the time of booking and will appear as a deposit against the reservation. This amount is refundable as per our cancellation terms & conditions.

#### **d. On-line Reservations**

For reservations made via websites other than the hotel website, you must refer to the terms and conditions that appear on your booking confirmation from the named website. The hotel is not responsible for waiving cancellation charges or

for any amendments made to these bookings as your agreement is with the named website.

The prices shown on our website are for guidance only until you enter our secure server, when the rates shown are guaranteed, subject to reasonableness with regard to any rates shown that are clearly incorrect. A total price of your chosen break will be given before you confirm your booking which you may accept or not.

## **2. Payments**

### **a. Debit/credit cards**

Credit and debit cards will be pre-authorized at check-in and card details (including C.V.C) will be entered into a secure field on the hotel reservation system. The amount pre-authorized will be equal to the total room rate for the entire stay. The pre-authorized amount can be used to settle additional charges for amounts more or less than 15% of the pre-authorized amount. Should the final amounts be more than 15%, the hotel will need to re-process the card upon check-out.

The hotel will not accept card payments for amounts under £10.

### **b. Cash**

The total room rate for your stay must be paid on arrival. The hotel may request a photographic ID such as passport or driving license.

### **c. Cheques**

The hotel can only accept cheques as an advance payment. Funds must be cleared prior to arrival.

### **d. Bill Back Accounts**

You can set up a credit account with the hotel by requesting a credit application form from reception. Fill in all the details and post to the hotel's accounts department. Credit applications can take up to 28 days to be approved.

Invoices on account must be settled within 7 working days from the date of check out. Any queries relating to charges on the account must be raised immediately with the hotel or credits may not be issued.

The account holder has overall responsibility for any charges incurred by guests during their stay. The hotel will take notice of instructions for account charges made in writing by the booker and will endeavour to carry out these instructions. However in the event an individual refuses to or is unable to settle their part of the invoice the amount owed will remain the responsibility of the account holder.

### **3. Changes by you**

Should you wish to make any changes to your confirmed stay, you must notify us in writing.

### **4. Cancellation by you**

Should you or any member of your party need to cancel your booking once it has been confirmed, the booker must immediately advise us in writing (by post or email).

**Individual reservations can be cancelled up to 12 noon the day before arrival.**

**Groups:**

**4-8 rooms 72hrs notice required**

**8-15 rooms 1 weeks notice required**

**15 + rooms 2 weeks notice required**

Where a reservation is cancelled outside of the hotel's cancellation policy, a charge equal to one night's total room rate will be charged to the card given at the time of booking.

Advance Purchase reservations are non-refundable and non-transferable under any circumstance.

### **5. Cancellation during the Olympic Period**

Should you or any member of your party need to cancel your booking once it has been confirmed, the booker must immediately advise us in writing (by post or email).

**Individual reservations can be cancelled up to 12 noon 2 days prior to arrival.**

**Groups:**

**3-7 rooms 2 weeks notice required**

**8-14 rooms 28 days notice required**

**15 + rooms 2 months notice required**

Where a reservation is cancelled outside of the hotel's cancellation policy, a charge equal to one night's total room rate will be charged to the card given at the time of booking.

**6. Non- Arrivals**

If you have a guaranteed booking with us but do not arrive at the hotel, a charge equal to one night's total room rate will be made to the card provided at the time of booking. This charge will be made after 11am the following day.

For multiple nights the hotel will try to contact you to confirm if you are still arriving. If no contact is made by 12 noon the following day a charge equal to two nights total room rate will be made to the card given on booking. At 11am the following day the hotel will assume you are not going to arrive at all and will cancel the remainder of your stay.

**7. Cancellation by the Hotel**

The hotel may cancel the bookings under the following circumstances:

- a. if the hotel or any part of it is closed due to circumstances outside its control.
- b. if the client becomes insolvent or enters into liquidation or receivership.
- c. if the client is more than 14 days in arrears with any payments to the hotel
- d. If the client does not meet the confirmation criteria**

**8. Complaints and problems**

In the unlikely event that you have any reason to complain or experience any problems with us while staying in our hotel, you must immediately inform us of

the service(s) in question. Until we know about a problem or complaint, we cannot begin to resolve it. If you are dissatisfied with our response, you must notify us at the earliest opportunity. If you remain dissatisfied, however, you must write to our General Manager within 7 days of departure, giving your booking reference and full details of your complaint. In the event that you do not notify us of the complaint within the above period, this may affect the company's ability to investigate complaints and may impact on the way that your complaint is dealt with.

## **9. Liability**

**a.** the hotel will be liable to the client and/or persons **staying at the hotel** for injury to persons or loss or damage to property only where and to the extent that it has been negligent but otherwise be under no liability to them whatsoever.

**b.** the client will be liable for any loss or damage to the hotel's property including walls, light fittings and equipment (including items hired for their use) or injury to

any person including the hotel staff and shall indemnify the hotel against any loss of liability (other than the hotel's liability in (a) above arising from **the stay in the hotel**).

**c.** the full cost of repairing or replacing the hotel's property as a result of damage

or breakage or removal of the hotel's property will be charged to the client

## **10. Behaviour**

When you book to stay with us, you accept responsibility for any damage or loss caused by you or any member of your party. Full payment for any such damage or loss must be paid direct to us at the hotel. If you fail to do so, you will be responsible for meeting any claims subsequently made against us (together with our own and the other party's full legal costs) as a result of your actions.

We expect all clients to have consideration for other people. If in our reasonable opinion or in the reasonable opinion of any other person in authority, you or any member of your party behaves in such a way as to cause or be likely to cause danger, upset or distress to any third party or damage to

property, we are entitled, without prior notice, to terminate the stay of the person(s) concerned. In this situation, the person(s) concerned will be required to leave the accommodation or other service. We will have no further responsibility toward such person(s) including any return travel arrangements. No refunds will be made and we will not pay any expenses or costs incurred as a result of the termination. If found to be smoking in room a **£25.00 per day charge** will be applied at the discretion of the management; if the smell of smoke is so strong the management feels they cannot sell the room to another guest that night a charge equal to one nights accommodation will be charged. The rate charged will be based on the availability in the hotel.

### **11. Special requests**

If you have any special request, you must advise us at the time of booking but we regret we cannot guarantee any request will be met. Failure to meet any special request will not be a breach of contract on our part. Confirmation that a special request has been noted will be on your confirmation. Unless and until specifically confirmed, all special requests are subject to availability.

### **12. Children and Infants**

Extra beds are charged at £25.00 per child and the rate includes the child for B&B. Beds are designed for use by children aged 12 and below. Adults can book these beds but the hotel accepts no liability for any issues arising from the size restrictions of the bed. If two children share a bed only 1 x £25.00 charge will apply, which would include breakfast only for one child. Additional breakfast is charged at £9.50. Sofa beds are also available for the same £25.00 charge - same terms apply.

If children are using an existing bed and bedding the hotel must be advised for fire purposes but no charge will apply. If the child has breakfast on this basis it will be charged at £9.50.

### **13. Pet Policy**

Small dogs are allowed but must be accompanied by the owner at all times. Dogs are not to be left in the room unattended due to noise complaints from other guests. A £25.00 charge for carpet cleaning will be applied at the end of stay. The hotel reserves the right to terminate the booking if dogs are unruly or are left unattended. Any damages to room not covered by the carpet cleaning charge can be applied at the discretion of the management.

## **14. Privacy Statement**

For the purposes of the Data Protection Act 1998 we, are a data controller. In order to process your booking, we need to collect certain personal details from you. These details will include, where applicable, the names and contact details of party members, credit/ debit card or other payment details and special requirements. If we need any other personal details, we will tell you before we obtain them from you.

We would also like to store and use your personal details for future marketing purposes (for example, sending you a brochure or details of a promotion including by e-mail). All details you give us in connection with your booking will be kept but we will use only names and contact details for marketing purposes (unless you have asked us not to).

We may need to disclose our customer database, including any personal data relating to you contained therein, to a third party who acquires or attempts to acquire all or substantially all of the assets or stocks in our company or our website service whether by merger, acquisition, re-organisation or otherwise.

If you do not want us to do any or all of these things, please let our Marketing Department know as soon as possible. We are entitled to assume you do not object to our doing any of the things mentioned in this statement unless you tell us otherwise in writing.

Except where expressly permitted by the Data Protection Act, we will only deal with the personal details you give us as set out above unless you agree otherwise. We have appropriate security measures in place to protect this information.

You are generally entitled to ask us (by letter or e-mail) what details of yours are being held or processed, for what purpose and to whom they may be or have been disclosed. We will charge a fee to respond to such a request. We promise to respond to your request within 40 days of receiving your written request and fee. In certain limited circumstances we are entitled to refuse your request.

If you believe that any of your personal details which we are processing are inaccurate or incorrect, please contact us immediately.

Where your booking has been made via a website, this privacy statement covers websites owned and controlled by us only. Links to other websites, and

any information collated by these sites, are not covered by this privacy statement.

As our privacy statement may change due to developments in the law, we would encourage you to re-read our privacy statement from time to time so that you are aware of any changes in how we gather and use personal information.