



## **Booking terms and conditions**

### **Booking Terms:**

These Booking Terms apply to the business named above (under the 'Booking with' section of the Booking Confirmation and the 'Provider Information' in the confirmation email) our officers, employees and agents ('We'/'Us'/'Our') and the person or legal entity making the Booking or to whom We supply services in respect of the Booking ('You/Your'). These Booking Terms are governed by English law and apply to all Bookings except where We agree in writing other terms. By making a Booking You are deemed to accept these Booking Terms.

### **Bookings:**

Bookings are made and a contract between You and Us comes into effect when We accept a reservation from You. We will accept a reservation when We have confirmed Your reservation and receive Your credit/debit card details for the purpose of full payment of the total price quoted from You or in the event that We require a non-refundable deposit, when We have received full payment of the total value of the non-refundable deposit. Where a non-refundable deposit is paid, the balance will be paid by You to Us on check-in.

You must be able to enter into a legally binding contract and be over 18yrs to make a Booking.

Bookings must be paid for using an acceptable and valid credit or debit card.

When a Booking is confirmed, we verbally confirm to you over the phone and also later by email. We ask all our guests to read this email to make sure all details of the booking are correct.

### **Prices:**

All published rates include VAT where applicable (and local taxes) at the current rate.

Rates are per room per night. If You have selected supplements they will be added to the total price of the Booking. Rates do not include other costs you may choose to incur during Your stay (unless otherwise stated). Rates quoted are correct only for the specific number of guests, nights and dates shown. Should You change the number of guests, dates or room nights, then the rates are subject to change. Please note we reserve to change price during any period but this will not affect you once you have made a booking and it has been confirmed.

### **Availability:**

In the rare case that due to unforeseen circumstances we cannot deliver Your requested accommodation, You will be offered alternate accommodation.

### **Arrival and departure:**

Check-in times are 2pm to 8pm on the day of arrival. Check-in times outside of those specified must be confirmed with Us prior to arrival. The Check-out time is 11am-11.30am on the morning of your departure.

### **Cancellations:**

If You have paid a Booking Deposit (always equivalent to the cost of one night's accommodation or service) or the full amount of Your Booking:

If You cancel Your Booking within 48 hours of the scheduled check-in time on the date of arrival as printed on your booking confirmation a charge equivalent to the cost of one night's accommodation (or service) will be levied.

If You need to cancel Your Booking more than 48 hours before the scheduled check-in time a full-refund will be given less £20.00 handling charge unless otherwise stated.

## **Booking terms and conditions cont'd**

### **Amendments:**

To amend or Cancel Your Booking, call Us directly using the name of the booking, the name of the room if you know and Your arrival and departure date. If you amend Your Booking within 48 hours of the scheduled check-in time on the date of arrival, and as a result You cancel any room night with less than 48 hours notice a charge equivalent to the cost of one night's accommodation (or Service) will be levied.

You will be asked to send us an email asking to cancel or amend the booking. This email must be sent using the same e-mail address which was used to make the booking and with a copy of our original confirmation.

### **Payment:**

The total amount payable to confirm the Booking will be quoted on the email and will be charged to Your credit or debit card at the time of Booking.

When You arrive you must settle the rest of the money owing.

All additional goods and services purchased during Your stay must be paid in full on presentation of invoice at check-out.

### **Conditions of stay:**

We have some standard rules that are designed to ensure that we comply with regulations relating to matters such as fire, health and safety, and to enhance the comfort and wellbeing of our guests.

We reserve the right to terminate Your Booking immediately without being liable for any refund or compensation where You engage in unacceptable behavior that causes a disturbance or nuisance to other guests or staff. Or when you use language or behave in a manner that is deemed by the listener or the person it is aimed at the time to be threatening or unacceptable.

Visitors of our guests are not allowed into the rooms without the permission of the management. A single persons CHARGE appertaining to the room in question will be made if permission is not first obtained by registering the visitor details. We will need to know who is in the building for fire evacuation purposes.

If you smoke in any part of our building there will be a charge of £150.00 or more if we can not let the room.

### **Liability:**

Other than for death or personal injury caused by Our negligence or misrepresentation, Our total liability to You is limited to the price of the Booking and to the fullest extent permitted by law all warranties are excluded and in no circumstances will We be responsible for any indirect or special damages.

We will not be liable for failure to perform to the extent that the failure is caused by any factor beyond Our reasonable control. You are responsible for any damage or loss caused to Us or Our property by Your act, omission, default or neglect and You agree to indemnify Us and to pay Us on demand the amount reasonably required to make good or remedy any such damage or loss.

When You are away from Your room, you must not leave any valuables in it as We under no circumstance will be held responsible for any items misplaced, lost or end up missing. If You, our guest have any valuables, we ask You to let US keep it till You checkout.

### **Data protection:**

We may process the information You provide to Us for the purposes notified by Us to the Information Commissioner. By making a Booking, You consent to this processing of information.