

Terms and conditions



Charges

1. Rates quoted are net of commission, inclusive of VAT (subject to alteration should the rate change), solely for leisure bookings and are to be used only as part of a package. They apply solely to the hotel, dates, room numbers, room type, meal plans and any extras quoted on the hotel confirmation form you will receive after you have confirmed your reservation.

Porterage

2. £2.00 per bag each way.

Child Policy

- 3.1 Free accommodation for children under 2 years sharing a room with 2 adults.
- 3.2 Children over 17 years, accommodated in a separate room, will be charged at the adult rate.
- 3.3 Children under 17 years, accommodated in the same room as 2 adults, will be charged £15.00 per room, per night.

Information Required

4. For coach parties, to help the hotel meet your client's needs please provide the following information as soon as possible and, in any event, at least 14 days prior to the date of arrival: estimated time of arrival and departure, meal schedules, special requirements, billing instructions, etc.

Arrival/Departure

5. The bedroom accommodation is normally available from 2pm on the day of arrival and must be vacated by 11am on the day of departure.

Payment

- 7.1 Best available / Special event (Weddings, Christmas & New Years) / Seasonal promotional room rates do not require any payments in advance, a credit/debit card is however required to secure your booking at the hotel.
- 7.2 Advance purchase / Buy one, get one free room rates require full pre-payment at the time of booking, the hotel allows 72 hours for credit/debit cards to be processed, if in this time the hotel is unable to take pre-payment the reservation will be considered void and as such be cancelled.

Confirmation by the Client

- 8.1 All bookings will be considered as provisional until the client provides credit/debit card details to secure the booking; the hotel reserves the right to release the provisional booking 24 hours after the booking was made without incurring any liability to the client.
- 8.2 Final numbers, timings, menus and any special requests must be confirmed to the hotel four weeks prior to the arrival date. These will be the minimum number for which the client will be charged in the event of a cancellation or partial cancellation by the client after the Deadline Date.

Amendment by the Client

- 9.1 Amendment to guest numbers/arrangements must be notified to the hotel in writing immediately they are known.
- 9.2 Reductions in the duration or contracted value of the booking, made after the Deadline Date, will be subject to the hotel's cancellation policy as set out in clause 10 below.
- 9.3 The client must provide the hotel with the rooming list four weeks prior to the date of arrival for reservations of 9 rooms or more.

Cancellation by the Client

- 10.1 All cancellations or partial cancellations should be advised to the hotel immediately and confirmed in writing.
- 10.2 Best available / Seasonal promotional / Special event room rates are cancellable free of charge up until 12pm (noon) the day prior to arrival, cancellation after this time will result in the first night reserved being charged to the credit/debit card used to secure the booking.
- 10.3 Advance purchase / Buy one, get one free room rates are non refundable, transferable or amendable. Should the client need to cancel the booking they will forfeit the full amount paid.

Cancellation/Amendment by the Hotel

- 11.1 Should the hotel need to make any amendments to the client's booking, it reserves the right to use another hotel (within reasonable proximity) in the same category or higher than that booked without incurring any liability to the client. The Hotel will notify the client of such amendments as soon as possible.
- 11.2 The hotel may cancel the booking at any time without incurring any liability to the client if;
 - Any part of the hotel is closed due to circumstances beyond its control

Terms and conditions contd.

- The client becomes insolvent or enters into liquidation/receivership or the hotel has reasonable grounds for believing that the client is insolvent and its right to receive payment is or will be in jeopardy
- The client is more than 14 days in arrears of any payment due to the hotel.
- The booking might, in the opinion of the hotel's board of directors, prejudice the reputation of or cause damage to the hotel

General

12.1 All descriptions of hotels and facilities are published in good faith and are believed to be correct at the time of printing. The hotel will not be responsible for any facility which is closed or unavailable due to circumstances beyond its control or subsequent changes.

12.2 Should any member(s) of the group behave in a way unacceptable to the hotel, the hotel reserves the right to terminate that member(s)' stay at the hotel forthwith, without incurring any liability. Should this occur, no monies will be refunded. The hotel's decision is final.

12.3 The costs of repairing any damage caused to the property, contents or grounds of the hotel by any member(s) of the group must be reimbursed to the hotel forthwith by the client.

12.4 No variation of these terms and conditions will be effective unless in writing and signed on behalf of the hotel and the client.

12.5 In the event of any inconsistency between the client's terms and conditions and these terms and conditions, these terms and conditions will prevail.

12.6 Should any of these terms and conditions not prove enforceable, it will not affect the validity of the remaining terms and conditions which will continue to apply.

12.7 The hotel's rights will not be prejudiced in any way by any indulgence or forbearance extended to the client and no waiver by the hotel of any breach will operate as a waiver of any subsequent or other breach.

12.8 The hotel's rights under these terms and conditions are in addition to any other rights which the hotel may have under general law or otherwise.