



Terms & Conditions

Confirmation of a booking is deemed acceptance of these terms and conditions.

1. Prices

All published rates include VAT or local service charges at the current rate. The Hotel reserves the right to alter prices for any reason up to the date of booking or up to 12 weeks prior to arrival, whichever is the later. After such dates, prices may only be altered to reflect a change in the rate of VAT or local service charge and taxes or for any other reason outside of the control of the Hotel, in which case the changes will be notified to the Client. In the latter event, the Client may cancel the booking without cost.

2. Availability

All rooms and rates offered by the Hotel are subject to availability and the discretion of the Hotel Manager. Limited numbers of suitable rooms may be allocated to individual rates, packages or promotions and, when these allocations are taken up, remaining available rooms may be offered at a higher price.

3. Bookings

Bookings must be guaranteed by the provision of credit or debit card details. At the discretion of the Hotel or for some packages, deposit or full pre-payment may be required. Payments can only be made by cheque if a booking is made more than 14 days prior to arrival.

4. Arrival and departure

Bedrooms are usually available from 2.30 pm local time on the day of arrival. Check out is by 11.00 am local time. There may be occasions, at times of high demand, when our Clients can check in and use all the hotel facilities, but the bedroom is still being prepared. Late check-out without prior agreement from the hotel may result in a late check-out charge or in some cases the charge for an additional night.

5. Cancellations, amendments and non-arrivals

Cancellations and amendments for bookings made online can be made via the website or with the hotel reception. Reservations can be cancelled up to 7 days prior to arrival. In the event of cancellation within 7 days of the time of arrival or in the event of a non-arrival, any deposit will be lost and the full stay may be charged if the room is not resold. Normal terms of payment apply to these charges. For this purpose the Hotel reserves the right to set-off the amount payable for such cancellation against the Client's credit / debit card without prior notice or approval of the Client, where applicable. The Hotel is unable to make exceptions to the conditions of cancellation due to unforeseen events such as bad weather and recommends Clients consider **travel insurance**.

Separate conditions apply to cancellations and amendments for group bookings. The specific terms and conditions for these will be advised to each group during the reservation process. In the event that no specific terms and conditions are advised, the standard cancellation conditions above will apply.

If the Hotel cancels before 48 hours prior to the scheduled day of arrival, the Hotel's liability to the Client will be no greater than the amount paid by the client in respect of any booking. If the Hotel cancels within 48 hours of the time of arrival, the Hotel's liability will be limited to the charge for one night's

accommodation. Where possible the Hotel may but is not obliged nor will it be liable to find alternative accommodation for the Client in the event that the Hotel is unable to accommodate the Client.

6. Payment

Settlement of the bill in full, less any advance payments, must be made prior to departure from the Hotel. Upon arrival, the Hotel reserves the right to request pre-authorisation of the Client's credit or debit card or, where payment is to be made by cash, request the Client to place cash up to an amount of 1.5 times the room rate multiplied by the number of nights booked.

All major credit and debit cards are accepted. All sums are due for payment on presentation of the invoice.

7. Smoking

In line with the change in UK legislation, the Hotel operates a **No Smoking Policy** within all interior areas of the hotel including guest bedrooms, public areas and corridors.

For resident guests who do not comply with our No Smoking Policy, a charge will be added to their bill to include the cost of cleaning all soft furnishings to remove the odour of tobacco.

We appreciate your co-operation with this No Smoking Policy.

9. Single Bedrooms

Standard Single bedrooms are only suitable for 1 person.

10. Car parking

The Hotel has its own car park, which is free for residents' use. Spaces are assigned on a first come first served basis and are also used by hotel diners.

11. Children

Children aged 15 years and under should be accompanied by a responsible adult to ensure that the children's behaviour is appropriate for other guests within the Hotel. At the discretion of the Hotel, children may be excluded from certain events or promotions where deemed unsuitable or inappropriate.

12. Restaurant Bookings

Due to the popularity of our Restaurant, booking a table prior to your arrival is essential. .

13. Dress Code

Dress code for the Restaurant is smart casual. Elsewhere in the hotel is casual.

15. Dogs

Well behaved dogs are allowed in the hotel. However, they should not be left alone in bedrooms. A charge will be made for any unreasonable mess or damage caused by any dog. For this purpose the Hotel reserves the right to set-off the amount payable for such mess or damage against the Client's credit card without prior notice or approval of the Client, where applicable. In the event of behaviour by a dog that is not appropriate for other guests within the hotel, the Hotel Management reserve the right to ask the owner to remove the dog from the hotel. Dogs are not permitted in the Waterloo Restaurant or Residents Lounge

16. Behaviour

The Hotel reserves the right to judge acceptable levels of noise or behaviour of Clients, guests or representatives, who must take all steps for corrective action as requested by the Hotel. In the event of failure to comply with management requests, the Hotel may terminate the booking or stop any event immediately without being liable for any refund or compensation.

17. Discrimination

It is the policy of the hotel not to discriminate on the grounds of race, colour, nationality, creed, sex, marital status, age, ethnic origin or disability. Clients, their employees, guests and all sub-contractors engaged by or on behalf of the Client are expected to adhere to this policy and the Hotel may, without incurring any liability to the Client, remove from the Hotel any person or persons offending against this policy.

18. External purchases

No wines, spirits, beers or food may be brought into the Hotel or Hotel grounds by Clients, their guests or representatives for consumption or sale on the premises without the express written consent of the Hotel and for which a charge may be made by the Hotel.

19. Comments and complaints

Any comment or complaint regarding the stay should be made to the Hotel Duty Manager at the time of visit so that the matter can be resolved immediately.

20. Statutory requirements

The Hotel is subject to statutory controls, including those relating to fire, licensing, entertainment, health, hygiene and safety. These must be strictly observed by Clients, their guests and representatives.

21. Liability

Other than for death or personal injury caused by the negligence of the Hotel, the Hotel's liability to the Client is limited to the price of the booking.

Unless the Hotel is liable under the above clause, the Client indemnifies the Hotel from and against any and all liability and any claims, proceedings or damages resulting or arising from the booking, event or function, the Client, guests or any outside contractors of the Client.

The Hotel will not be liable for failure to perform to the extent that the failure is caused by any factor beyond its reasonable control.

The Hotel does not accept responsibility whatsoever for damage to, or theft from, or theft of, vehicles parked on the hotel premises.

We reserve the right to charge guests the cost of rectifying damage, caused by the deliberate, negligent or reckless act, omission, default or neglect of the Clients, their guests or sub-contractors to the hotel's property or structure. Should this damage come to light after the guest has departed, we reserve the right to make a charge to guest's credit / debit card, or send an invoice for the amount required to make good or remedy any such damage, to the registered address. We will however make every effort to keep any costs that the guest would incur to a minimum.

The Hotel does not accept any liability for services rendered by third parties to Clients notwithstanding that such services may be arranged by The Hotel. Any claim, demand, charge, suit or damages which may be incurred by the Clients or their guest (or any person claiming thereunder) shall be made directly with such third parties and The Hotel shall render all reasonable assistance in this regard.

22. Insurance

The client is recommended to have and is responsible for insurance to cover cancellation, curtailment, and loss of baggage, personal effects and money.

23. Privacy and Data Protection

The information provided by the Client may be processed by The Hotel for its business purposes. By confirming a booking or enquiry, the Client consents to this processing of the information. The Hotel respects the privacy of individuals. Any data collected will be used to firstly fulfil any service you might request e.g. to request a brochure, make a booking etc and secondly to improve how, as a company, we serve you. We will under no circumstances sell your personal data to third parties. For 12 months after your latest reservation or if you provide us with the authority to do so, we will use your data to send you

further information from The Hotel. Any e-mail sent to you will always provide you with the option to unsubscribe.

When making a booking, your credit card or billing account details are only retained for the purpose of handling your reservation, unless you ask us to keep these details for future purchases which you may make through us.

In order to process a booking or enquiry, your Personal Information and payment details may be passed to third party service providers and, where we are lawfully requested to do so, regulatory authorities. Such third party service providers will have access to the Personal Information needed to perform the relevant service. They may not, however, use your Personal Information for any other purposes and are required to process your Personal Information in line with current regulations.

Full details of our approach to your privacy are set out in our Privacy Policy available on our website or from the hotel reception.

24. Dispute

These terms will be construed in accordance with English law and the Hotel and Client submit to the non-exclusive jurisdiction of the English courts.

25. Website information

The Hotel cannot accept responsibility for any errors or omissions and reserves the right to cancel, amend or vary the details featured in its website without notice. The information contained in this website is provided in good faith. The use of any information from this website is entirely at the risk of the user. The Hotel will not be liable for any costs, losses, expenses or damages (whether direct or indirect, special, economic or financial) that may be incurred through the use of any information contained in this website or in any other website linked to this website.

26. Copyright

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