

## **Terms and Conditions**

Definition of Words used in these Terms and Conditions:-

Hotel(s) : Beech Grove Lodge, or the owners of Beech Grove Lodge

Client(s) : The person or company making a booking or staying at the Hotel

### **Prices**

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 other reasons outside of the control of the Hotel.

### **Arrival and departure**

#### **Check In:**

Clients can check in from 2pm. Access prior to 2pm may be possible by special arrangement but cannot be guaranteed.

Accounts are payable on arrival.

#### **Check Out:**

Clients are required to vacate rooms by 10:00am Monday to Friday and 11:00am Saturday and Sunday unless by prior arrangement.

Please place keys in the box provided at the entrance when you depart (please note that a charge is applicable for lost or damaged keys).

#### **Car parking**

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

### **Cancellations, amendments and non-arrivals**

There is no charge if a reservation is cancelled 6 weeks prior to the day of arrival. In the event of non-arrival or cancellation a charge equivalent to the reservation will be made.

The Hotel reserves the right to set-off the amount payable for such cancellation against the Client's credit card without prior notice or approval of the Client, where applicable.

### **Children**

Children aged 15 years and under must be accompanied by a responsible adult to ensure that the children's behaviour is appropriate for other guests within the Hotel.

### **Dogs and other pets**

No pets allowed except guide dogs. The Client is responsible for controlling the pet and will be liable for any damage, soilage or injury however caused by the pet.

### **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 without being liable for any refund or compensation.

### **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.

### **Comments and complaints**

Any comment or complaint regarding the stay should be made to the General Manager at the time of visit so that the matter can be resolved immediately. Alternatively, write to, or e-mail the Hotel within 7 days.

### **Statutory requirements**

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

### **Liability**

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

Clients are responsible for any damage caused to the allocated rooms, furnishings, utensils and equipment in them by any act, omission, default or neglect of the Clients, their guests or sub-contractors and will pay to the Hotel on demand the amount required to make good or remedy any such damage.

### **Insurance**

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

### **Data protection**

In order to process a booking, 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 accordance with the Data Protection Act 1998.