

HOTEL TERMS AND CONDITIONS

To make your online booking, simply follow the directions, entering the details as prompted. Confirmation of a booking by the Client is deemed acceptance of these terms.

In these Terms of Business, the following words shall mean:-

Client : the person, firm or company making a booking or staying at the Hotel;

Hotel : Sweet Hotel

These terms apply to all bookings except to the extent that specific terms apply for a particular booking. Details are available on request from Hotel Reservations Dept. on:

Tel: 0773333822

1. Prices

All published rates include VAT or local service charges at the current rate. Accommodation rates are per room per night with meal plans as indicated.

The Hotel reserves the right to alter prices for any reason up to the date of booking. Prices may be altered to reflect a change in the rate of VAT or local service charge and taxes or for any other reason, in which case the changes will be notified to the Client.

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 to the Client at a higher price.

3. Bookings

Bookings must be guaranteed for the first night's accommodation by a major credit or debit card, by payment of a deposit or by agreement in writing with a company, travel agent or hotel booking agency. At the discretion of the Hotel, full pre-payment may be required. At least 3 working days are required to process credit and debit card payments and 5 working days to process cheque payments.

4. Arrival and Departure

Bedrooms are usually available from 2pm on the day of arrival. Check out is by 11am on day of departure. 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.

5. Car Parking

The Hotel has its own car park, which is usually free to residents. However, we may have limited on-site parking and Clients are advised to check with the Hotel whether there is a charge for off-site parking. The Hotel does not accept responsibility for damage to, or for theft from, or for theft of vehicles parked on Hotel premises.

6. Cancellations, Amendments and Non-Shows

Cancellations and amendments for bookings made on line can be made via the Hotel website.

When the booking is confirmed, a reservation number and access code will be supplied. This must be retained for access to the booking in the event of the need for cancellation and/or amendment.

There is no charge, and any deposit paid will be returned, if a guaranteed reservation is cancelled at any time up to 48 hours before 2pm on the day of arrival excluding advance purchase rates.

In the event of non-arrival or cancellation after 2pm 48 hours prior to arrival and where the booking has been guaranteed, a charge equivalent to the full of the length of the stay at the rate which the reservation was made will be levied. 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 card without prior notice or approval of the Client, where applicable.

If the Hotel cancels on or before the scheduled day of arrival, the Hotel's liability to the Client will be nil in respect of any booking. 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.

A cancellation number will be provided at the time of cancellation and this should be retained for future reference.

7. 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 preauthorisation of the Client's credit or debit card or where payment is to be 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. Personal cheques must be received and cleared prior to arrival date. Company cheques are not accepted without prior clearance. Please contact the Hotel prior to arrival. Accounts may only be forwarded for payment on completion by the Client and formal acceptance by the Hotel of an application for credit facilities, which may be withdrawn at any time. Credit facilities are not offered to private individuals.

All sums are due for payment on presentation of the invoice. In the event of any query relating to the invoice, the Client must notify the Hotel within 7 days of the invoice date and the Client's obligation to pay all outstanding balances immediately will not be affected.

The Hotel may charge interest at a rate of eight percentage points per year above Bank of Scotland base rate on any outstanding balance before and after judgement.

Your credit card or billing account details are only retained for the purpose of handling that individual transaction, unless you ask us to keep these details for future purchases which you may make through us. Personal Information and payment details may be used by the system to determine automatically the appropriate way to fulfill your order.

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.

8. 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.

At the discretion of the Hotel, children may be excluded from certain events or promotions where deemed unsuitable or inappropriate.

9. Disabled Guest Rooms

The Hotel offers modified facilities for use by disabled guests. As needs do vary, guests are requested to check with the Reservations Department at the Hotel before booking.

10. Pets

Pets are accepted solely at the discretion of the Hotel and, with the exception of guide dogs, are not allowed in public places. Clients and guests are asked to check in advance with the Hotel. A small charge will be made for each pet, except for 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.

11. 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.

12. 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.

13. 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 will be made by the Hotel.

14. Comments and Complaints

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

Email or Phone are accepted.

15. 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.

16. 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.

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.

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 there under) shall be made directly with such third parties and the Hotel shall render all reasonable assistance in this regard.

17. Insurance

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

18. Data Protection

The information provided by the Client may be processed by the Hotel for the purposes it has notified to the Information Commissioner. By confirming the booking, the Client consents to this processing of the information.

The Hotel respects the privacy of every individual who visits our website. The data collected about you will be used to firstly fulfill 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 give your personal data to third parties. However, unless you specifically ask us not to (and this option is always given) we will use your data to send you further information on our Hotels. Any e-mail sent to you will always provide you with the option to unsubscribe. This is in accordance with UK Data Protection Legislation.

The Hotel may send you useful product and service information relevant to your booking, including offers and discounts for future bookings through us. We will however NOT provide your details to any third party, except in accordance with our terms and conditions.

If you do not wish to receive this information please inform us.

19. Dispute

These terms will be construed in accordance with English law.

20. Internet facilities

Internet facilities are provided by third party providers. Where these facilities are made available in the Hotel, the Client acknowledges that there may be disruption to the connection without prior notice and the Hotel shall not be liable whatsoever for such disruption. The Client further undertakes not to use the facility for any fraudulent purpose or in connection with any criminal offence or in contravention of any licence and will indemnify the Hotel against any claim demand suit prosecution arising there from.

21. Website information

The Hotel cannot accept responsibility for any errors or omissions and reserve the right to cancel, amend or vary the arrangements featured in the site without notice.

22. Star Ratings

In the absence of a worldwide hotel grading system, we have allocated our Hotel a star rating. Whilst these ratings confirm to those of motoring organisations and local tourist boards, there are exceptions