

BEECHCROFT PLACE- Terms of trading and Conditions.

Please read these guide terms. Payment made or booking made by the Client is deemed acceptance of the following terms of trading with this company called Beechcroft Place.

1. Prices

All published rates include VAT at the current rate. We reserves the right to alter prices for any reason up to up to 2 weeks prior to arrival. 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 our control , in which case the changes will be notified to the Client.

2. Availability

All rooms and rates offered are subject to availability and the discretion of management. 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 accommodation by a major credit or debit card. At the discretion of management, or for some packages. At least 3 working days are required to process credit and debit card payments and 7 working days to process cheque payments.

4. Arrival and departure

Bedrooms are usually available from 4pm local time on the day of arrival. Check out is by 10.15 am local time. There may be occasions, at times of high demand, when our Clients can check in and use all our facilities, but the bedroom is still being prepared. Certain early check in times may incur an extra charge for dedicated cleaner costs to a maximum of £25.00

5. Cancellations, amendments and non-arrivals (your contractual agreement)

Cancellations and amendments for bookings should be made with the reservations office on 01425-277171. When the booking is confirmed, a reservation letter will be supplied or posted. This must be retained for access to the booking in the event of the need for cancellation and/or amendment. Reservations can be cancelled 7 FULL DAYS TO ARRIVAL. In the event of non-arrival or cancellation within this period of the time of arrival, any deposit/full payment paid is non-refundable. Normal

terms of payment apply to these charges. For this purpose we 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. Any room that can be re-let for guests will allow us to refund payment to the value of monies received. NOTE. When you make your booking and we have received the required deposit/taken a debit or credit card number to secure the booking, a legally binding contract exists between us that is non-cancellable and non-refundable, except in exceptional circumstances. You may still remain liable to pay in full or in part for the booking, even if you are unable to attend your booking stay period. Even where you have not paid in full at the time of cancellation, you will remain liable for the full cost. If for some reason you do need to cancel, it is important that you tell us at the first opportunity so that we may attempt to re-let your room or rooms and minimise your loss. YOU ARE ALWAYS ADVISED you should take out cancellation insurance to protect you against any loss as you would if staying abroad. NOTE. No cancellation will be considered unless received in writing or by email. We will acknowledge receipt of your cancellation by return. Please do not consider your booking cancelled until you receive our confirmation. Failure to cancel as stated above and NON ARRIVAL you will become liable for full payment due as part of our contractual terms. All cancellations irrespective of time notice, or any other agreement allowed by ourselves will be subject to a 25% handling/service charge of the total room booking cost.

If we cancel before 48 hours prior to the scheduled day of arrival, our liability to the Client will be no greater than the amount paid by the client in respect of any booking. If we cancel within 48 hours of the time of arrival, our liability will be limited to the charge for one night's accommodation. Where possible we may, but not obliged or liable to find alternative accommodation for the Client in the event that we are unable to accommodate the Client.

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

6. Payment

Settlement of the bill in full, less any advance payments must be made on arrival at the Hotel.

All major credit and debit cards are accepted if visa or mastercard or similar. We do not accept american express or similar. Guests may pay by IBAN with advance warning of 6 days clearance

7. Smoking

In line with the change in UK legislation, we operate a NO SMOKING policy within all interior areas 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 furnishing to remove the odour of tobacco. Such charges will be made to a maximum of £500.00 taken from the guests credit card.

Designated smoking areas have been allocated within the grounds - please enquire upon check in.

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

9. Single Bedrooms

Single person bedroom bookings only allows 1 person in such rooms.

10. 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 office on 01425-277171 before booking.

11. Car parking

The Hotel has its own large car park, which is free for residents use.

12. Children

Children aged 17 years and under must be accompanied by a responsible adult to ensure that the children's behaviour is appropriate for other guests within the location.

At our discretion, children may be excluded from certain bookings, events or promotions where deemed unsuitable or inappropriate.

13. Restaurant Bookings

Due to the popularity Restaurants, booking a table prior to your arrival is essential. Please call 01425-277171.

14. Dress Code

Breakfast and any dinner will be served in our main restaurant, dress code for this and other public areas within the facility requires smart casual.

15. Dogs and Other Pets

Pets are not accepted, with the exception of guide dogs.

16. Behaviour

We reserve 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. In the event of failure to comply with management requests, we 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 may, without incurring any liability to the Client, remove any person or persons offending against this policy.

18. External purchases

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

19. Comments and complaints

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

20. Statutory requirements

The premises are 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, our liability to the Client is limited to the price of the booking.

Unless we are liable under the above clause, the Client indemnifies our business 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.

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

We will 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 our 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.

Third Party Liability

We do not accept any liability for services rendered by third parties to Clients notwithstanding that such services may be arranged by us. 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 We 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. Data protection

The information provided by the Client may be processed. We have for purposes notified to the Information Commissioner. By confirming a booking or enquiry, the Client consents to this processing of the information. We respect the privacy of every individual who visits our business premises. The data collected about you 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 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. Any e-mail sent to you will always provide you with the option to unsubscribe. This is in accordance with UK Data Protection Legislation.

When making a booking, 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.

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 accordance with the Data Protection Act 1998.

For your protection we are registered under the Data Protection Act 1998 and have given all appropriate notifications to the Information Commissioner.

24. Dispute

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

25. Website information

We cannot accept responsibility for any errors or omissions and reserves the right to cancel, amend or vary the details featured in our website or written 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. We 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

The content of each page of this website is the property of Beechcroft Place. No part of our website may be reproduced, displayed or republished in any form without prior consent, except that permission is granted to a user to print or photocopy individual pages from our website, provided that this is for personal use only.

27. Web Site Security. Security of our website is paramount and we have invested a great deal of time and money to ensure you can have the peace of mind that your details are secure.