

## **TERMS AND CONDITIONS TANES HOTEL**

These terms and conditions are governed by English Law and apply to all bookings except where we agree in writing other terms. By making a booking you are deemed to accept these booking terms.

Access to and use of any information on this website is conditional on your acceptance of these website use conditions. If you do not wish to accept any part of them, you must not use our website. Tanes Hotel reserves the right to make alterations and corrections to the information contained in this website at any time without notice.

### **Reservations**

We respectfully remind you that a verbal, electronic or written reservation constitutes a legal contract. We advise guests to purchase travel/cancellation insurance.

You must be able to enter into a legally binding contract and be over 18 years to make a booking.

### **Deposits/Credit Card**

Credit or debit card details are required for all bookings in order to secure the booking; we do not charge your card unless you have made a non-refundable booking. We reserve the right to pre-authorize all credit/debit cards for the full amount of the stay prior to the stay commencing. ONLY credit cards authorised by the card holder will be accepted (if the card holder is not present, then

proof of authorisation must be provided). If the details provided are not found to be accurate or false, we reserve the right to cancel your booking without notice. All bookings are accompanied by an email confirmation sent to the email address provided by the guest at the time of the booking. It is the guest's responsibility to ensure that they receive the email confirmation, check the booking details and to inform us of any changes or errors. If we do not receive a reply we will assume that the booking is correct.

We operate a payment on arrival policy and express checkout.

The total cost of stay would be charged and is non-refundable/transferrable for major events i.e. Sporting stadia, Conventions/Conferences, Group bookings.

Two nights apply for sporting events. We advise guests to purchase travel/cancellation insurance.

### **Cancellations & Amendments**

If you cancel your booking within 48 hours of the scheduled check-in time on the date of arrival, a charge equivalent to the total booking price that included any supplements selected by you will be levied.

To make a cancellation you must call us on 029 2049 3898 and quote your booking reference, name and check-in date or alternatively send an email to [taneshotel@yahoo.co.uk](mailto:taneshotel@yahoo.co.uk)

To amend your booking, call us on 029 2049 3898. If you amend your booking within 48 hours of the scheduled check-in time on the date of arrival, and as a result you

cancel any room night less than 48 hours' notice, a charge equivalent to the total price (including any supplement selected by you) for that room night may be levied.

### **Non Arrivals/No Shows**

Payment of the balance of the total booking in full will be taken from the card used to secure the room/s.

### **Curtailement of stay**

Full payment of the duration of the booking as agreed at time of booking will be charged.

### **Availability**

In the rare case that due to unforeseen circumstances we cannot deliver your requested accommodation, you will be offered alternate accommodation or a full refund.

### **Rates**

All published rates include VAT where applicable (and local taxes) at the current rate.

Rates are per room per night. If you have selected supplements they will be added to the total price of the booking. Rates do not include other costs you may choose to incur during your stay (unless otherwise stated).

Rates quoted are correct only for the specific number of guests, nights and dates shown. Should you change the number of guests, dates or rooms nights, then the rates

are subject to change accordingly.

### **Special offers**

Nothing on this website constitutes an offer on our part. The matters detailed constitute an invitation to you to make an offer to us on the stated terms to purchase arrangements we feature. We may accept or decline any such offer. All arrangements featured or referred to are at all times prior to specific confirmation subject to availability and no warranties, promises or representations are given as to availability.

### **Arrival and Departure**

Check-in is from 13:00 to 23:00 (GMT). Check-in times outside of those specified must be confirmed with us prior to arrival. Check-out is at 11:00 am (GMT). Please inform the hotel if you require a check in outside of these hours, we reserve the right to refuse this request.

For your convenience luggage may be left with reception staff and will be stored securely until you check in if you arrive early.

### **Checking out**

Guests must check out by 11am. An inventory of all rooms will be carried out following check out. Any damages will be charged to your card at replacement cost. Please check you have not packed any items by mistake. We will assume that in the event of there being missing items that your intent was to purchase them and overlooked mentioning it, they will be charged to the reservation card at cost plus £10. For your convenience and by prior arrangement luggage may be left with us and

will be stored securely for collection.

### **Conditions of stay**

We have some standard rules that are designed to ensure that we comply with regulation relating to matter such as fire, health and safety, and to enhance the comfort and wellbeing of our guests. If you would like to check our conditions to stay please contact us.

We reserve the right to refuse check in, ask guests to leave and to terminate your booking immediately without being liable for any refund or compensation where you engage in unacceptable or inappropriate behaviour that causes a disturbance or nuisance to other guests.

Guests are welcome to use the free wireless broadband available, however we will not be held responsible for any loss of service or damage to guests' computer devices or data.

### **Fire safety**

Our rooms and other areas of the building are fitted with sensitive smoke detection devices. Any person tampering with the detectors or any other equipment will be asked to leave and charged in full for the entire stay plus the engineers call out charge.

An additional £100 per day will be charged for the room as we will be unable to re-let the room until all equipment has been reset.

We carry out a weekly Fire Alarm tests, a notice will be posted in your room and at the entry door to give you warning.

We try to carry out the test when the building is otherwise unoccupied but that is not always possible.

### **Non-Smoking Policy (UK Law)**

We adopt a strict no smoking policy in all rooms and all internal areas of the hotel.

Should you choose to ignore this policy, you will be asked to leave and charged in full for your entire stay plus an additional £100 for specialist cleaning of your room.

### **Car Parking**

Car spaces are on a first come first served basis at Tanes Hotel. Cars are parked at owners risk and the proprietors take no responsibility for loss or damage to vehicles or their contents.

### **Loss or damage**

In the event of damage to hotel property, we reserve the right to charge to replace, repair or professionally clean the item concerned.

There will be a charge of £20 for lost keys.

### **Parties**

To enable us to provide all our guests with an enjoyable and relaxing stay, we decline any "Stag" or "Hen" parties.

### **Pets**

We regret that we are unable to cater for any pets, including guide dogs.

### **Liability**

Other than for death or personal injury caused by our negligence or misrepresentation, our total liability to you is limited to the price of the booking and to the fullest extent permitted by law all warranties are excluded and in no circumstances will we be responsible for any indirect or special damages.

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

We make no warranty that this website (or any websites linked to this website) is free from technical errors, computer viruses or any other malicious or impairing computer programs.