

## **Booking Terms and Conditions**

### **All Bookings**

The terms and conditions detailed below apply to all bookings whether made online or made by telephone or in person. When you make a booking, your contract (which includes these terms and conditions) will be with Leeford Place Hotel. All rates are subject to availability, all bookings are taken at the discretion of Leeford Place Hotel. Leeford Place Hotel has a minimum age requirement of 18 years old for booking a hotel room. If you arrive at the hotel and are under 18 years of age you will not be permitted to stay alone. We may require photo ID as proof of age.

The opening times for Leeford Place Hotel Reservations Office (01424 772863) are:

<b>Monday – Friday:</b>	9.00 am – 9.00 pm
<b>Weekends &amp; Bank Holidays:</b>	9.00 am – 6.00 pm

### **Payment**

Full payment is required at the time of booking.

### **What happens if you need to cancel**

Guests must cancel or modify all reservations 48 hours before the date of arrival (on or before 2.00 pm GMT), and no charge will be taken. If the cancellation or modification is after this time, the first night or 50% of the total reservation amount is taken, whichever is higher. For reservations with multiple rooms this applies to each room. Please also note all cancellations or modifications must be made in writing, either by letter or email or verbally by phone, in which case a cancellation code will be issued.

Bookings made via Booking Agents must be cancelled via the relevant agent and their respective terms & conditions will apply.

### **Cancellation by Leeford Place Hotel**

Very occasionally, we may have to cancel your booking. We will tell you as soon as possible and offer you an alternative accommodation of the same standard, or higher, or offer a full refund. We regret we cannot pay compensation or any reimbursement of any expenses or costs you may incur as a result of any such cancellation or change.

### **Force Majeure**

Leeford Place Hotel cannot accept responsibility or pay any compensation where the performance or prompt performance of the contract is prevented or affected by reason of circumstances which amount to “force majeure”. Circumstances amounting to “force majeure” include any event which we could not, even with all due care, foresee or avoid. Such circumstances include the destruction or damage of your accommodation (which cannot reasonably be remedied to a satisfactory standard before the start of your stay) through fire, flood, explosion, storm or other weather damage, break-in, criminal damage, riots or civil strife, industrial action, natural or nuclear disaster, war or threat of war, actual or threatened terrorist activity, epidemic and all other situations beyond our control.

## **Rates**

All rates quoted are per room per night, are subject to availability and include Value Added Tax (VAT) & Services. Supplements will be applied for family room occupancy and when Executive or Suites are selected. To accommodate a family in our guest bedrooms, in some cases a foldaway bed will be used. Leeford Place Hotel can provide travel cots if requested at the time of booking, at no charge, however no linen is provided.

No persons in excess of the number agreed at the time of booking are to occupy the room. Breach of this rule will terminate the contract without recompense to the client and occupants will be asked to leave.

## **Smoking Policy**

Leeford Place 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 £100.00 charge will be added to their bill to cover the cost of cleaning all soft furnishing to remove the odour of tobacco.

## **Children's Policy**

Parents are responsible for children throughout the hotel and grounds. Young children must be accompanied by an adult at all times.

Leeford Place Hotel does not provide a babysitting or baby listening service. Members of staff are not permitted to babysit guests' children at any time.

## **Food & Beverage**

Prior booking is required for lunch and dinner.

Leeford Place Hotel does not offer room service.

Breakfast times are 7.30 to 9.30 am (Monday to Friday) and 8.00 to 10.00 am (Saturday & Sunday).

Please contact us with any special dietary requirements.

## **Car Parking**

Car parking is available on a first come first serve basis; no additional charge is made for hotel guest parking. Your room booking does not guarantee a parking space. Parking your car is entirely at your own risk and we cannot accept any responsibility whatsoever for theft or damage to your vehicle or other property howsoever caused.

## **Mobility Impaired**

Please note, there is no accommodation on the ground floor and there is no lift, therefore all accommodation needs to be accessed by stairs.

When checking in please alert a member of staff if you are hard of hearing or likely to need assistance in the event of an emergency evacuation.

## **Check In and Check Out**

Check in is between 2.00pm and 9.00pm. Check out is 10.30am. If you plan to arrive after 7.00 pm, please advise the hotel by calling 01424 772863. Failure to notify of late arrival, or arriving after check in has closed, may result in your room no longer being available, and our cancellation terms will apply.

Should you fail to hand your room key in upon departure, then this must be returned within 48 hours, failure to do so will result in a £20.00 additional charge.

## **Dog Policy**

Leeford Place Hotel is dog-friendly and we endeavour to ensure that everyone can enjoy their dogs without imposing on our other guests. You will be allocated a designated bedroom (room restrictions may apply). Dogs must not be allowed to sleep/sit on our beds or furniture. If your dog's stay incurs extra cleaning to a room and soft furnishings then you will be charged £100.00. Your dog is not allowed in the hotel restaurant or any leisure facilities, restrictions may apply to the bar and lounge areas. Dogs must be kept on a lead at all times when in public areas of the hotel, including the grounds and gardens. Dog waste must be collected by the owner and disposed of in the bin located in the top car park. We ask you to consider our other guests and keep a your dog under control at all times, should your dog be a nuisance to other guests or bark incessantly during the stay we will ask you to leave. Guide dogs are allowed throughout the hotel, including the restaurant.

## **General**

Leeford Place Hotel make every attempt to ensure that information on [www.leefordplace.co.uk](http://www.leefordplace.co.uk) and our booking sites is up to date, but cannot guarantee the accuracy of information or availability of bookings. These terms and your booking are subject to the laws of the jurisdiction in which the hotel is situated.

Leeford Place Hotel cannot accept responsibility for the property of the client or guest, on any part of the premises, whether internal or external, and clients are advised to consider third party personal or group insurance as applicable.

We reserve the right to charge guests the cost of rectifying damage, caused by the deliberate, negligent or reckless act of the guest 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 the guest's credit / debit card, or send an invoice for the amount to the registered address. We will however make every effort to rectify any damage internally prior to contracting specialists to make the repairs, and therefore will make every effort to keep any costs that the guest would incur to a minimum.