

## **Room Reservation Terms and Conditions**

### **Quality Inns of Gloucestershire – The Frocester, Stonehouse**

**The following terms and conditions of contract apply from the date of booking through any channel. Online and telephone booking by the Client implies acceptance of these terms and conditions. These apply to the person, firm or company booking the accommodation with us.**

**We reserve the right to amend these terms and conditions at any time and you should therefore check them each time you make a reservation with us.**

#### **RESERVATIONS**

You must be at least 18 years old to make a reservation with Quality Inns for a room.

Reservations are generally accepted for any number of nights although minimum night restrictions may apply to Bank Holidays, Local Festivals, the Festive Break and some online booking agents.

We reserve the right to amend these restrictions.

Published offers cannot be used in conjunction with each other or with any other promotions or discount unless stated otherwise.

Reservations on occasion will only be able to be made directly with Quality Inns.

#### **PAYMENT AND PRICING**

All prices are quoted per room per night based on maximum two people sharing the bed provided and are inclusive of VAT at the applicable rate at the time of your reservation. If the rate of VAT changes between the date of your reservation and the date of your stay, we will adjust the rate of VAT that you pay, unless you have already paid for the reservation in full before the change in the rate of VAT takes effect.

Payment is required prior to check in and shall be made by cash, credit/debit card or through BACS before arrival. We do not accept personal cheques. All prices are quoted in Pounds Sterling.

Breakfast is included in the room price.

Any query concerning the agreement, or the charges made shall not affect your obligation to pay all outstanding balances immediately. We reserve the right to charge interest at the rate of 2.5% for each 28 day period, or part thereof, on any outstanding balance.

You will need to provide your credit or debit card details to secure your reservation irrespective of channel – we reserve the right to securely store these details and you authorise the use of this card for any sums that become owing to us or as required and in line with our full terms and conditions.

Please check that the details of your reservation are complete and accurate. We will not be liable for any delay or non-performance if you provide us with incorrect information.

We respectfully remind all guests that a reservation is a legally binding contract.

## **OCCUPANCY**

The maximum room occupancy per room is two adults.

Larger rooms (where available) can accommodate a further z-bed on pre arrangement. The maximum z-bed per room is 2. You must not exceed the maximum occupancy for the room allocated to you. We reserve the right to conduct checks on occupancy. Occupancy is not transferable.

Children under 18 are not permitted to stay unless a parent or guardian is also staying with us. Small children/ infants are not permitted in certain rooms due to health and safety. We reserve the right to request valid photographic proof of identity and age.

## **YOUR RIGHT TO CANCEL**

If your booking is cancelled or modified up to 2 days before arrival, no fee will be charged. If your booking is cancelled or modified within 2 days of arrival or in case of a no show, the total price of the reservation will be charged. Days are counted from midnight from the day of arrival. You must receive confirmation of receipt of your cancellation.

## **OUR RIGHT TO CANCEL**

### *Your breach*

We may cancel your reservation at any time with immediate effect by giving you notice (which includes email) if:

- you do not pay us when you are required to do so; or
- you break the contract between us in any way.

If we cancel your reservation where you are at fault, we reserve our legal rights in respect of your breach of contract. Where your stay had/has not yet commenced, the total payment made or to be made by you for such room shall be deemed a cancellation charge and is not for any service.

### *Events outside our control*

We may also cancel your reservation if an event outside of our control (including industrial action, explosion, fire, flooding, and failure of power and/or water supplies or emergency evacuation) means that we are unable to make your room available to you. In this case we will contact you to let you know as soon as possible and:

- if you have already paid for your room, we will refund your payment to you; or
- if you have not yet paid for your room, you will not have to make any payment to us.

## **CHECK IN / CHECK OUT**

Rooms are available from 15:00. Departure time is before 11:00 on your last day.

We reserve the right to ask you to wait for our service to check you in should you arrive between 6pm and 9pm during high season.

Late check outs / early check in may be arranged if your room is available, there is a charge of £30.

In the interests of security and to prevent fraud, at the time of check-in, you may be required to confirm your identity by providing your booking reference; passport/identity card/driving licence and a valid credit or debit card. If travelling from outside the UK, we are also obliged by law to require guests to provide the number and place of issue of your passport/identity card and details of next destination. These records will be kept for at least 12 months and may be disclosed or made available for inspection by any police officer or as otherwise required by applicable law in connection with the prevention or investigation of crime. The information above may be requested for each member of your party over the age of 16 and we reserve the right to refuse entry to persons who cannot provide the information set out above.

## **ANIMALS**

Please be advised that no animals are permitted in the guest bedrooms or restaurant. You will find dogs in the bar area downstairs only.

## **SMOKING**

For the comfort of our guests, ALL bedrooms and areas are totally non- smoking. Should you be found smoking on the premises we will levy a deep cleaning charge equivalent to at least 1 nights accommodation, in addition to any accommodation charges already agreed, and you will be asked to leave immediately.

## **HOT FOOD**

Hot takeaway meals are not permitted in your bedroom or in any public areas. Should you be found to be consuming such food on the premises we will levy a deep cleaning charge equivalent to at least 1 nights accommodation, in addition to any accommodation charges already agreed, and you will be asked to leave immediately.

## **WIFI USAGE POLICY**

Where WiFi Internet access is provided, guests accept to use this access to the Internet fairly and appropriately. We may monitor network performance and user usage in order to maintain a fair and high level of service to all our guests.

The Internet access provided is intended for general use such as access to the world wide web, email, messaging, social media, light video / music / media streaming. It is not intended or ideally suited for heavy media streaming, online gaming, extensive downloads / uploads. Access to illegal activity or use of our network for illegal activity is not prohibited and will be reported to local authorities.

## **DAMAGES AND LOST PROPERTY**

We reserve the right to charge the lead guest for any damages caused through the course of a booking by any member of the booking party. This includes breakages, spillages, stains, damage to furniture or fixtures and fittings. Any accidental damages should be reported as soon as possible in order to minimise damage and associated costs.

Lost keys will incur a replacement charge per key lost.

Any lost property, if discovered and found, left behind by guests during a stay will be held for a period of 14 days. While we will make our best efforts to reunite lost property with their owners we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belonging before checking-out. We may offer to post lost items via recorded delivery at the cost of the property owner, otherwise collection can be arranged.

## **ACCESSIBILITY**

All rooms are located on the first floor or above. Access is via staircase.

## **EXPECTATIONS**

You must not:

- bring any potentially dangerous or hazardous materials or equipment onto our premises;
- use any electrical appliances that may set off the fire alarm system, such as toasters, mini cookers or portable grills;
- tamper with any fire alarms or emergency equipment;

- utilise our rooms to store items (personal or otherwise) which could in the sole opinion of Quality Inns cause damage to the room, or be a risk to the health and safety of staff or property;
- prevent management, housekeeping and/or maintenance staff from access to your room(s) as and when required;
- remove, damage or destroy any property;
- use any of the technology provided to download or access any unlawful or obscene material; or cause unreasonable disturbance to our other guest, neighbours or staff

If you or your group cause damage or loss of any kind to the hotel, other guests or their property, you (as the person making the booking) will be responsible for that damage or loss and you shall be liable to pay on demand the amount required to make good or remedy such damage or loss.

You and the members of your group must not resell or transfer your reservation (or any part of it) nor advertise, market or otherwise offer any room for sale either on its own or as part of a combined offer. We will not honour any reservations made in this way and Quality Inns does not accept any liability for doing so. If you are a Tour Operator and wish to book rooms you can contact us at [reception@thefrocester.co.uk](mailto:reception@thefrocester.co.uk)

If you or your group cause damage to the hotel, other guests or their property, or otherwise breach any of these terms and conditions, we reserve the right to:

- cancel your reservation with immediate effect and (if appropriate) eject you from the premises;
- restrict access to the building;
- remove your items from the room and premises, disposing of such items (at no cost and no liability) to a local charity to the extent such items are not collected from us within 7 days of removal;
- retain all sums paid by you and/or charge you the full amount of your reservation; and/or
- refuse future reservations from you and/or refuse you entry or accommodation at any of our establishments.

Quality Inns will not be liable for any refund or compensation in such circumstances.

Quality Inns reserves the right to decline or cancel reservations made and stays in progress by those who have previously breached these terms and conditions (as may be updated from time to time), whether the reservation is in that name or not.

We reserve the right to change your room allocation at any point during your stay for any reason.

## **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 circumstance will we be responsible for any incident or special damages. We accept no liability to third parties visiting you whilst at the hotel.

We will not be liable for the failure to perform to the extent that failure is caused by any factor beyond our reasonable control. You are responsible for any damage or loss caused to us or our property by your act, omission, default or neglect and you agree to indemnify us and to pay us on demand the amount reasonably required to make good or remedy any such damage or loss. We reserve the right and you hereby authorise us to charge your credit or debit card provided for any damage incurred to your room or the premises during your stay or for any items that are missing when you leave.

Quality Inns accepts no responsibility for loss or damage to the property of you or guests. All property left in the client's bedroom is strictly at owners' risk except for legal liability arising due to negligence of the Hotel, its employees, servants, representatives, or agents. No responsibility whatsoever is accepted in respect of theft, injury or disease to delegates or visitors, nor for loss or damage to property of any kind; less arising as a legal liability for negligence by the hotel, or employees, or representative or agents. Clients should arrange their own insurance for the period stay.

You shall be responsible for any damage caused to the allocated space or the furnishings, property and equipment; for any breakages or loss directly or indirectly caused and shall pay on demand the amount required to make good or remedy any such damage. You hereby authorise us to pay for any such breakages, loss, damage and all forms of cleaning by deduction of the applicable amount from the security card details taken. You agree for the card to be charged for the total cost of damages. In the event payment by credit card fails for any reason you agree to pay the balance within 7 days of being notified.

### **SECURITY**

We reserve the right to carry out security searches upon entry to the hotel and to refuse entry to any member of the public visiting or resident with us.

### **PRIVACY**

The only information that we collect from you is that necessary for the processing/ verifying of your booking or occasional notification of future offers. We will not give, sell or swap your details with any third party companies. By giving your email address you allow us to email you your booking details.

### **SEVERABILITY**

If any part of these terms and conditions is deemed invalid, illegal or for any reason unenforceable then that part will be deemed deleted and will not affect the validity and enforceability of the remaining parts. Any failure by us to enforce our rights or remedies under these terms and conditions or otherwise shall not be construed as a waiver by us of those or any other rights or remedies.

All rights not expressly granted in these terms and conditions are reserved.

### **YOUR AGREEMENT**

You agree to these terms and conditions of contract from the date of booking.

By accepting the keys to your room, you agree to abide by our most up to date Terms & Conditions during your full stay and during any contact with us.

### **CONTACT US**

**Quality Inns of Gloucestershire Ltd**  
**The Frocester**  
**Frocester**

**Stonehouse**  
**GL10 3TQ**

All correspondence should be directed to:

Quality Inns of Gloucestershire Ltd, Green Farm, Fretherne Lane, Saul, Gloucestershire, GL2 7JG