

Alexa House Hotel

Full Booking Terms & Conditions

1. Prices

All published rates include VAT at the current rate. The Hotel's rates may vary from time to time and Guests are advised to consult with the reservation desk. Accommodation rates include English Breakfast.

2. Bookings

All Bookings ("Bookings") are personal and may not be sold, assigned or otherwise transferred. Bookings must be guaranteed by a major credit or debit card.

3. Arrival and Departure

Arrivals Rooms Ready by 1pm / Departure by 10.30am

4. Cancellations, amendments and non-arrivals

If, for any reason, a Booking has to be cancelled a cancellation number will be given. This must be retained or the full contract price will be charged for non-arrivals.

5. Cancellations and Amendments

A cancellation fee of ten per cent (10%) will be payable if the Booking is cancelled less than two weeks before arrival. A Booking cancelled less than five full days before arrival will incur payment of the full contract price. This will be deducted from the Credit or Debit card supplied in accordance with clause 2. If the Hotel is able to fill the rooms, up to ninety per cent (90%) of the cancellation cost will be refunded. For Bookings made more than two months in advance the period will be doubled to ten (10) full days before the arrival date. (The Hotel will have turned away prospective guests)

Bookings made for Conferences or Exhibitions must be cancelled one month prior to the event to receive a full refund. The first nights stay will be charged for all bookings and retained for all bookings cancelled giving less than 28 days notice.

6. Amendments:

To amend a Booking, Guests must telephone [email/write] to the Hotel. Cancellation charges apply as per clause 5.

7. Car Parking

The Hotel does not accept responsibility for damage to, or for theft from, or for theft of vehicles parked on Hotel premises.

8. Insurance

Guests are recommended to have insurance to cover cancellation, curtailment and loss of baggage, personal effects and money.

9. Children

Cots are available free of charge, subject to availability. At the time of Booking Guests should request extra childbeds and/or cots.

Children under the age of 18 years must be accompanied by a responsible adult to ensure that the children's behaviour is appropriate for other guests within the Hotel.

10. Disabled Guest room

The Hotel offers modified facilities for use by disabled Guests. As needs do vary, Guests are requested to check when making the booking and identify any specific requirements.

11. Dogs

Dogs are accepted solely at the discretion of the Hotel. The Guest is responsible for controlling the pet and will be liable for any damage, soilage or injury however caused by the pet.

12. Behaviour

The Hotel reserves the right to judge acceptable levels of noise or behaviour of Guests or their representatives, who must take all steps for corrective action as requested by the Hotel. In the event of failure of the Guests or their representatives, to comply with management requests, the Hotel may terminate the booking or stop any event immediately without being liable for any refund or compensation.

13. 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. Hotel employees and all sub-contractors engaged by or on behalf of the Hotel are expected to adhere to this policy and the Hotel may without incurring any liability to Guests, remove from the Hotel any person or persons offending against this policy.

14. External purchases

No wines, spirits, beers or food may be brought into the Hotel or Hotel grounds by Guests or their representatives for consumption or sale on the premise without the express written consent of the Hotel and for which a charge may be made by the Hotel.

15. Comments and complaints

In the unlikely event you are disappointed with the Hotel any comment or complaint regarding your stay should be made in writing within seven (7) days of departure to the Hotel Management.

16. 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 Guests and their representatives.

17. Liability

Other than for death or personal injury caused by the negligence of the Hotel, the Hotel's liability to the Guest is limited to the price of the Booking.

The Hotel does not accept responsibility for damage to the Guest's possessions or for theft from the room(s) where the Guests are residing.

Unless the Hotel is liable under the above clause, the Guest indemnifies the Hotel from and against any and all liability and any claims, proceedings or damages resulting or arising from the Booking, the Guest 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.

18. Damage

Guests are responsible for any damage caused to the allocated rooms, furnishings, utensils and equipment in them by any act or omission, default or neglect of the guests or their representatives and will pay to the Hotel on demand the amount required to make good or remedy any such damage and the costs of such recovery.

19. Smoking

The Hotel is a non smoking hotel. If a Guest decides to smoke in any room they will be liable to a charge for the cleaning/damage the Guest has caused by smoking. A charge equal to an additional nights stay will be charged in all cases.

20. Third Party Rights

The Contracts (Rights of Third Parties) Act 1999 shall not apply to this contract.

21. Law

Any issues arising out of these booking conditions shall be deemed to have existence in England and be subject to English law and the exclusive jurisdiction of English Courts.

The Hotel reserves the right to change these terms from time to time.