



Hotel Reservation Terms & Conditions

1. Hotel Reservations & Cancellations:

- 1.1 Upon the acceptance of a reservation The Crown of Crucis Hotel shall require a deposit of 25% of the booking in order to retain the room. At the time of booking or check in, we will take a debit/credit card details and authorise the card for the total amount of your stay. We shall also reserve the right to require full payment in advance in certain circumstances or if the booking includes the supply of certain items or services.
- 1.2 The deposit is non-refundable except in the case of cancellation by the Hotel for the reasons contained in clause 1.7.
- 1.3 Acceptance of a reservation, whether verbally or in writing, followed by the deposit payment shall create a legally binding contract between The Hotel and the Guest from whom the reservation has been accepted.
- 1.4 The number of people occupying a room must not exceed the number stated.
- 1.5 In the event of late cancellation of any reservation or non-arrival by the Guest, the Guest will be liable to pay the Hotel a cancellation fee equivalent to the total cost of the Guest's intended stay. A late cancellation is one which has been communicated to the Hotel by letter or e-mail less than 48 hours prior to the date of the Guest's first night of accommodation. You will receive a cancellation number, which should be put in the letter along with the name of the receptionist you cancelled with.
- 1.6 The Hotel reserves the right to cancel a reservation forthwith and without liability on its part, in the event of damage or destruction to the Hotel by fire or other causes, any shortages of labour or food supplies, or any other cause beyond the control of the Hotel which could prevent it from performing its obligations in connection with any reservation. In such an event the Hotel will refund the deposit made but will have no further liability to the Guest.
- 1.7 Where the Guest gives credit card details to the Hotel in order to secure a reservation or to make a deposit payment then it is agreed between the parties that in the event of a cancellation the Hotel may debit the Guest's credit card with the full amount of the cancellation as set out in clause 1.5 less an allowance for any deposits or payments already received.

2. Payment:

Payment of the bill for accommodation, food and other services will be made prior to departure from the Hotel.

3. Occupancy:

Occupancy will be from 2:30pm on the day of arrival to 10:30am on the day of departure, unless special arrangements are agreed to in advance.

4. Rates & Prices:

- 4.1 All rates for accommodation & prices for food & beverages are stated in Pound Sterling and include VAT.
- 4.2 All rate & price increases resulting from Government regulations. Local taxes and charges will re-charge to the Guest.

5. Loss or Damage of Guests Property:

- 5.1 The Hotel does not accept any responsibility for loss or damage to any cash, jewellery, clothing or personal property during your stay.
- 5.2 The Hotel does not accept responsibility for loss of or damage to motor cars or any other vehicles or property lost within them, or horses or other live animal including pets.

6. Loss from or Damage to Hotel Property:

- 6.1 Guests will indemnify the Hotel for any loss from or damage to the Hotel or the furnishings and equipment caused by the willful act or default of the guest, persons or animals within their control.
- 6.2 The Guest will be liable to pay on demand the amount required to rectify the damage caused, or replacing any items missing from the Hotel.
- 6.3 If in the opinion of the Hotel the Guest or anyone staying with the Guest is not suitable to continue their occupation because of unreasonable behavior, damage or nuisance to other parties, the Hotel is entitled to treat their contract as at an end and the Guest may be asked to vacate their room. The Guest will still remain liable for the whole cost of the reservation.

7. Complaints:

- 7.1 If the Guest has a complaint concerning any aspect of the services provided by the Hotel then it is the duty of the Guest to inform the Hotel immediately, or as soon as is reasonably practical and in any event before the termination of the stay.
- 7.2 It is specifically agreed between the parties that the failure by the Guest to notify the Hotel of any complaint in accordance with the time scale set out in clause 7.1 will entitle the Hotel to refuse to entertain the complaint, irrespective of the merits of the complaint.

8. General Points:

8.1 The Guests will not arrange for delivery of or deliver any goods or materials to the Hotel without prior arrangement with the Hotel.

8.2 The Guest will not store or place on the perimeter or in the Hotel any inflammable, combustible, or objectionable substances or liquids.

8.3 The Hotel does not allow food or drink other than that purchased on the premises to be consumed unless by prior arrangement.

8.4 The Hotel has a strict no smoking policy in the bedrooms and communal areas. Any breach of this policy will automatically result in a £150.00 minimum charge being made (in respect of cleaning etc.) from the credit or debit card supplied by the guest as security when the booking was made.

8.5 The Hotel strongly recommends taking out adequate insurance to cover the cost of the cancellation charge

9. Waiver:

9.1 The Failure of the Hotel to enforce or exercise, at any time or for any period or any right pursuant to this Agreement does not constitute and will not be construed as a waiver of such term or right.

10. Legal Provisions:

10.1 The Guest agrees that the contract with the Hotel is made at the Hotels premises and that any proceedings between the parties shall be conducted in the Country Court nearest to the Hotel.

11. Clause Headings:

11.1 Clause headings are for convenience only and do not form part of or affect the interpretation of this Agreement.

12. Force Majeure:

12.1 The Company accepts no liability and will not pay any compensation where the performance of its obligations is prevented or affected directly or indirectly by or as a result of force majeure or any circumstances beyond its Reasonable control including, but not limited to, flood, earthquake, extreme adverse weather conditions, natural disasters, other acts of God, acts of terrorism, fire or failure of electric power, gas, water, or other utility service, Plant machinery, computers, vehicles or any collapse of building structures.

13. Guest Behavior:

13.1 Guests are requested to conduct themselves appropriately at all times and to comply with Company procedures and/or requests with regard to conduct and respect for the property of the Hotel, its employees and guests and their health and safety. Guests are requested not to disrupt the comfort and enjoyment of other guests, the smooth running of the Hotel, or cause offence to other guests or our members of staff. We reserve the right to refuse accommodation or services or remove you and members of your party from the Hotel if, in our reasonable opinion, we consider this provision to have been breached. Where this is the case shall have no obligation to refund you for lost accommodation, other services or any other loss or expense incurred.

14. Hotel Events:

14.1 Please be aware that at certain times throughout the year our hotel may host weddings, events and parties, which you may feel would be an intrusion on your break. Please contact the Hotel directly in advance of your stay for further information.

15. Website Information:

15.1 The Hotel cannot accept responsibility in errors or omissions and reserve the right to cancel, amend or vary details featured on their website without notice. The information contained in this website is provided with good faith. The use of any information from the website is entirely at the risk of the user. The Hotel will not be liable for any costs, losses, expenses or damages (without direct or indirect, special, economic or financial) that may be incurred through the use of any information in this website or in any other website linked to this website



Group, Cheltenham and RIAT Reservation Terms & Conditions

1. Hotel Reservations & Cancellations:

- 1.1 Upon the acceptance of a reservation The Crown of Crucis Hotel shall require a deposit of £100.00 in order to retain the room.
- 1.2 The deposit is non-refundable except in the case of cancellation by the Hotel for the reasons contained in clause 1.7.
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- 1.6 The Hotel reserves the right to cancel a reservation forthwith and without liability on its part, in the event of damage or destruction to the Hotel by fire or other causes, any shortages of labour or food supplies, or any other cause beyond the control of the Hotel which could prevent it from performing its obligations in connection with any reservation. In such an event the Hotel will refund the deposit made but will have no further liability to the Guest.
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