

# *The Rutland Arms Hotel*

## Booking Arrangements & Conditions

### 1) YOUR BOOKING

- 1.1 This is the agreement between us the Rutland Arms Hotel, Bakewell (“us” “we”) and you the booker (“booker”, “you”)
- 1.2 Please take time to read these terms and conditions it is important for both of us that you understand the contractual relationship between you and the hotel.
- 1.3 A binding contract between you and the hotel comes into existence when we receive a booking from you. English Law will apply to our agreement and to any dispute or claim which arises between us out of it. Any such dispute or claim must be dealt with by the Courts of England and Wales. Changes to these Booking Conditions will only be valid if agreed by us in writing.
- 1.4 Supplements for single rooms or single occupancy of a twin/double may apply. Superior rooms/suites are often available at a supplement. The prices of unsold arrangements may be increased or decreased at any time. The price of your chosen arrangements will be confirmed at the time of booking. We reserve the right to correct errors in both advertised and confirmed prices. We will do so as soon as we become aware of the error. **Please note, changes and errors occasionally occur. You must check the price of your chosen arrangements at the time of booking.**
- 1.5 Children sharing a bedroom with adults will be charged for meals as taken including breakfast.

### 2) DEPOSITS & PAYMENTS

- 2.1 A deposit will be required if ten or more rooms are booked along with a signed contract. The deposit will be 50% of the cost of the booking. The deposit will be required three months prior to arrival.
- 2.2 Details of a credit/debit card will be required to confirm the booking.
- 2.3 A pre-authorisation of a debit/credit card will be taken for the cost of accommodation and breakfast (and dinner if applicable) on your arrival at the hotel.
- 2.4 It is agreed that any further food, drink or services not mentioned in your booking but asked for at the hotel will be charged for and full payment will be required when you check-out of the hotel.

### 3) CANCELLATIONS

- 3.1 If you have booked less than ten rooms, you may cancel your room/s 48hours before the day of arrival. Cancellations made without 48hours notice before the day of arrival will be charged in full for the first night
- 3.2 If you have booked ten rooms or more cancellation charges will apply as per your group contract.
- 3.3 In respect of any monies due prior the arrival of your group, if we do not receive the agreed payments due in full and on time, we are entitled to assume that you wish to cancel your booking. In this case, we will be entitled to keep all monies paid or due at that date and you must pay the cancellation fees, as listed above, depending on the date we reasonably treat your booking as cancelled.
- 3.4 All cancellations must be made through the booker, for example, if you book through Laterooms.com, you must contact Laterooms.com to cancel.
- 3.5 The hotel has the right to cancel the booking without obligations in the unlikely event of a fire etc disputes with employees, alterations or decorations not finished on time, or by the order of any public authority.

### 4) GENERAL

- 4.1 If you have any special requests, you must advise us at the time of booking. Although we will endeavour to adhere to any reasonable requests; we regret that we can not guarantee that any request will be met unless we have written to you with specific confirmation that it will. Confirmation that a special request has been noted, confirmation invoice or any other documentation is not confirmation that the request will be met. We regret we cannot accept any conditional bookings, i.e. any booking which is specified to be conditional on the fulfilment of a particular request. All such bookings will be treated as “standard” bookings subject to the above provisions on special requests.
- 4.2 When you book with us, you accept responsibility for any damage or loss caused by you or any member of your party. Full payment for any such damage or loss must be paid direct at the time to the hotel or other supplier. If you fail to do so, you will be responsible for meeting any claims subsequently made against us as a result of your actions. We reserve the right at any time to terminate your stay or that of any member of your party due to misconduct, where justified in our reasonable opinion. No refunds will be given. Furthermore, the hotel shall not be under any obligation whatsoever to pay compensation or meet any costs or expenses you may incur as a result of your stay being terminated.
- 4.3 **INSURANCE:** The hotel strongly recommends that you consider taking out insurance to cover you in the event of the need to cancel your travel arrangements and/or booking.
  - 4.4.1 For all bookings the following (or use of the following) is included in the price:
    - Accommodation with private en suite bathroom ( some rooms may have a shower room instead of a bath), colour TV, direct dial telephones, tea & coffee making facilities, hair dryer
    - Full English Breakfast & VAT
    - Where dinner is included, this will be three courses from our ‘House Menu’. Alternately the value of the ‘House Menu’ can be spent on the *A La Carte menu*, or on the bar menu to the value of £29.95 per person. This allowance does not apply to coffee, tea, wine or bar drinks.
  - 4.4.2 The following are not included in the price stated unless specified in the confirmation / contract

- \* Expenses incurred at the hotel, including (but not only), external phone calls, meals other than those stated at the time of booking
  - Personal Travel Insurance
  - Any items not mentioned as 'included in the price'
- 4.5 All prices are subject to change in exceptional circumstances e.g. a change in the rate of VAT, but will otherwise be held until the date indicated on the booking confirmation.
- 4.6 During peak periods there is normally a minimum period of 2 nights for Saturday evening stays.
- 4.7 Hotel room images used are representative of the style of rooms only. Room décor and room inventory may vary within a particular room type.
- 4.8 Guests under the age of 18 must be accompanied by a parent or a legal guardian at the correct children to adult ratio.
- 4.9 Limited parking is available, at your own risk, on a first come first served basis and is not guaranteed.