



Crooklands

Booking Terms and Conditions

1. Introduction

These are the terms and conditions that apply when you reserve a room (including function suites) at The Crooklands Hotel through our website, mobile site or telephone booking.

You will be asked to confirm your acceptance of these terms and conditions when you make a reservation.

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. The terms and conditions applying to your reservation will be those in place on the date that you make your reservation.

2. Reservations

You must be at least 16 years old to make a reservation.

You will need to provide your credit or debit card details to secure your reservation.

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

We will confirm our acceptance of your reservation by sending you an email to the email address that you provide during the reservation process. The contract between us for the provision of your room and any additional services added to your reservation will be formed when you receive this email confirmation from us.

If you think that there is a mistake in your reservation or if you require any changes to a confirmed reservation, please [contact us](#) to discuss. For more information on cancellation, please see section 11 Cancellation, below.

3. Group reservations

If you book 7 rooms or more for the same night we will treat this as a 'group booking'. The prices shown online are for bookings of up to 6 rooms. Room rates may be different for group bookings (7 rooms or more) depending on the number of rooms booked. Please call our reception on 015395 67432 for group bookings.

4. Room prices

Crooklands Hotel adopts dynamic pricing and the price of our rooms fluctuates based on demand. When you make a reservation request, we'll give you a total price for the rooms and number of nights you've requested. The price you pay is the price quoted to you at the time you make your reservation.

Room prices are per room, per night 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 may adjust the rate of VAT but the price you pay will remain the same.

Meals and other extras are not included in the room price but you may be able to add them to your reservation during the booking process or they may be available to you during your stay. You may pay for breakfast and selected extras at the same time as paying for your room. If you have breakfast and selected extras as part of your reservation and the rate of VAT changes between the date of your reservation and the date of your stay, we may adjust the rate of VAT, but the price you pay will remain the same. All other meals and extras must be paid for separately.

Flexible rate: If you book a Flexible rate you may choose whether to pay for your room in full at the time of booking or to pay on arrival. Please see section 11 Cancellation for full rate restrictions.

Advance Rate: Advance rate is a more restricted rate. Payment in full is required for all Advance bookings at the time of booking. Please see section 11 Cancellation for full rate restrictions.

5. Occupancy

The maximum room occupancy is two adults. Family rooms (where available) can accommodate two adults and one child (under the age of 16). 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 16 are not permitted to stay in The Crooklands hotel unless a parent or guardian is also staying in the hotel. We reserve the right to request valid photographic proof of identity and age, so please bring this with you otherwise where requested you will not be permitted to stay.

6. Function Rooms

Our function rooms are available to book via our website or by calling reception on 015395 67432. Cancellation information is detailed in our section 11 Cancellation.

7. Accessibility

For more information view our [Access Statement](#).

8. Special requests

Although The Crooklands hotel will try to accommodate special requests, all rooms are subject to availability.

9. Meals

Meals are not included in the room price.

You may add breakfast and/or a dinner (where available) when you make your reservation.

10. Paying for your room

If you have not paid for your room and any extras added to your booking in full at the time you make your reservation, you will need to pay on arrival.

Payment may be made by cash (with proof of identification), credit/debit card (Visa, MasterCard, American Express, Diners Club, Maestro and Electron), Vouchers may also be used when paying upon arrival. The expiry date of

your debit/credit card must be later than the end of your stay. We do not accept personal cheques.

Rooms may be paid for by business cheque, however The Crooklands hotel must receive all business cheques at least three weeks before the arrival date.

11. Cancellation

Your right to cancel

Flexible rate room bookings may be cancelled up to 24 hours prior to the arrival date. If you cancel your reservation up to 24 hours of the day of arrival and have paid for the room in advance by debit/credit card, a full refund will be processed to the same debit/credit card normally before 9am the next working day though it may take a few days for the funds to reach your account. A cancellation reference will be given and should be retained as proof of cancellation.

If you cancel a reservation less than 24 hours of the day of arrival (including any "no show") and have not already paid for the room in advance you will be charged a cancellation charge equivalent to one night's total accommodation per room booked and for any meals and other extras booked for the first night of your stay (for example dinner, breakfast (the following morning)). A cancellation reference will be given and should be retained as proof of cancellation. Such cancellation charge is to compensate the hotel for the late cancellation and is not for any service.

If you decide to shorten your stay you must inform reception 24 hours prior to the day you wish to check out. Otherwise you will be charged a cancellation charge equivalent to one night's total accommodation per room booked and for any meals and other extras booked for the following day. Such cancellation charge is to compensate the hotel for the late cancellation and is not for any service.

The first night of any booking made less than 24 hours of the day of arrival and the cost of any meals and other extras booked for the following day is non-refundable in the event of a cancellation (including any "no show").

Advance rate room bookings may be cancelled before midnight twenty-eight days prior to the arrival date, (e.g. For a stay arriving on Saturday, you can cancel until 11.59pm UK time on the Saturday four weeks prior). If you cancel your reservation within the cancellation period, a full refund will usually be processed to the same debit/credit card the next working day, however it may take a few days for the funds to reach your account. A cancellation reference will be given and should be retained as proof of cancellation.

After the cancellation period, the whole reservation becomes fully non-refundable or transferable including any associated meals and/or additional extras. Such cancellation charge is to compensate the hotel for the late cancellation and is not for any service.

If you've made a group booking(7 rooms or more), our cancellation terms are as follows:

- We'll need a 10% deposit 56 days before arrival and the balance 28 days before arrival. This is non-refundable, but you can cancel your booking free of charge if you do so before we take a deposit.
- Where you cancel (including any "no show") a group booking and there is a non-refundable payment retained by us, this total amount is a cancellation charge to compensate the hotel for the cancellation and is not for any service.

If you have hired one of our function rooms, our cancellation terms are as follows:

- We'll need a 25% deposit 28 days before the date of the function and the balance 7 days before the date of the function. This is non-refundable, but you can cancel your booking free of charge if you do so before we take a deposit.
- Where you cancel (including any "no show") a group booking and there is a non-refundable payment retained by us, this total amount is a cancellation charge to compensate the hotel for the cancellation and is not for any service.

You may wish to take out room cancellation insurance in case you need to cancel your reservation.

You are not entitled to cancel or withdraw from your reservation under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

Our right to cancel

Your breach

We may cancel your reservation at any time with immediate effect by giving you written 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, outbreak of disease, health and safety issues, 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.

Save as set out above, we will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations that is caused by an event outside of our control. This does not affect your statutory rights.

12. Arrival and departure

Rooms are available from 3pm on the arrival date. Please let Crooklands hotel know if you are likely to arrive after 10pm.

Guests will be asked to provide proof of identity and nationality upon check-in. Overseas guests, excluding Republic of Ireland and Commonwealth citizens, will be asked to complete a registration form and provide their identity card / passport details. Acceptable forms of identification are: a passport, driving licence, ID card or police warrant card.

Rooms must be vacated by 11am on the day of departure. Failure to leave your room by this time may result in a late check-out charge.

13. Crooklands Hotel expectations of you (and your group)

You must not:

- smoke anywhere inside the premises. This includes the smoking of e-cigarettes. Permitted smoking areas will be identified on site. Smoking on Crooklands Hotel premises outside of the designated smoking area will result in a £100 fine;
- cause any health and safety hazard to any of our team members or any of our guests;
- bring any potentially dangerous or hazardous materials or equipment onto the 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 rooms to store items (personal or otherwise) which could in the sole opinion of Crooklands Hotel cause damage to the room, or be a risk to the health and safety of staff or property;
- prevent Crooklands Hotel management, housekeeping and/or maintenance staff from access to your room(s) as and when required by Crooklands Hotel, with housekeeping permitted full access at least once every two days;
- remove, damage or destroy any Crooklands Hotel property;
- use any of the technology provided by Crooklands Hotel to download or access any unlawful or obscene material; or cause unreasonable disturbance to our other guests or any Premier Inn staff.

COVID-19 (also referred to as Coronavirus): you must immediately notify us to the extent you or anyone staying with you (or on your reservation) is (i) self isolating or (ii) should be self isolating pursuant to Government guidelines. In

any event, Crooklands Hotel reserves the right to cancel any reservations (before or during the stay) to the extent it is for self isolation.

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 to Crooklands Hotel on demand the amount required to make good or remedy such damage or loss.

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

- cancel your reservation with immediate effect and (if appropriate) eject you from the premises;
- restrict access to the hotel;
- remove your items from the room and hotel, 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 our hotel

Crooklands Hotel will not be liable for any refund or compensation in such circumstances.

Crooklands Hotel 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.

14. General

We reserve the right to:

- change your room allocation at any point during your stay for any reason; or
- cancel any booking(s) due to health and safety concerns or full or partial closure of the hotel. In the event we have to cancel your

booking(s) we will attempt to notify you and a full refund will be processed to the same debit/credit card, though it may take a few days for the funds to reach your account.

Your information

We keep your personal data safe and secure. Full details about how we use your data are set out in our [Privacy Notice](#) (click link for further details). Similar to other commercial websites, this website and the System utilises a standard technology called cookies and web server logs to collect information about how the website and/or the System is used and how to improve them. Further details can be found in our Cookie Notice. By providing information about you and your booking group (as outlined in the Privacy Notice) when making a reservation, you consent (on your behalf and on behalf of each member of your group) to such processing and you warrant that all information provided by you is accurate.

The contract

This contract formed when we confirm your reservation is between you and us. No other person shall have any rights to enforce any of its terms, whether under the Contracts (Rights of Third Parties Act) 1999 or otherwise.

Your rights

If you are a non-business customer you have certain rights under consumer protection legislation. Nothing in these terms and conditions is intended to affect those rights.

Our liability

We accept liability for death and personal injury arising from our negligence or that of our employees and agents. We do not seek to exclude our liability for fraudulent misrepresentation by us or our employees or agents.

We do not accept liability for failure to meet any of our obligations where such failure is due to events beyond our reasonable control.

If we breach these terms and conditions for reasons within our control we shall only be liable for losses that are direct losses and a reasonably foreseeable consequence of such breach.

Save as prohibited by applicable law, we shall not be liable whether in contract, tort (including negligence) or for breach of statutory duty, or in any other way, for any indirect or consequential losses including:

- loss of income, sales or revenue;
- loss of business;
- business interruption;
- loss of profits or contracts;
- loss of anticipated savings;
- loss of data;
- loss of reputation and/or goodwill; or
- wasted management or office time.

Where we are liable to you (save as prohibited by applicable law) our maximum liability to you whether in contract, tort (including negligence) or for breach of statutory duty shall in no event exceed the price of your reservation unless the Hotel Proprietor's Act 1956 applies, in which case our liability will be limited to the maximum prescribed under that Act.

Applicable law

These terms and conditions, their subject matter and formation (and any non-contractual disputes or claims) are governed by and construed in accordance with English law.

If you are a consumer you and we both agree that the courts of England will have non-exclusive jurisdiction over any claim arising from, or related to, your reservation and/or stay at Crooklands Hotel. We retain the right to bring proceedings against you for breach of these terms and conditions in your country of residence or any other relevant country. If you are a resident of Northern Ireland you may also bring proceedings in Northern Ireland, and if you are resident of Scotland, you may also bring proceedings in Scotland.

If you are making a business reservation, you and we agree that the courts of England will have exclusive jurisdiction over any claim arising from, or related to your reservation and/or stay at Crooklands Hotel.

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.

15. Contact us

If you require further information or have any questions regarding our website or these terms and conditions, then please contact us
reception@crooklands.com