

# BEST WESTERN HOTEL ROYALE

## TERMS & CONDITIONS | September 2015

The following booking conditions together with the general information contained on this website form the basis of your contract with Interchange & Consort Hotels Limited trading as Best Western Hotels. Please read them carefully as they set out our respective rights and obligations. Please note: To make a booking, you may either book online (where available), telephone our Reservations Centre on 08457 76 76 76 or telephone the hotel concerned direct on the number given within the hotel description.

**Please note: We act as agent only in respect of all bookings we take or make on your behalf. We accept no liability in relation to any contract you enter into or for any hotel accommodation and/or other arrangements that you book ('arrangements') or for the acts or omissions of any hotel or other person(s) or party(ies) connected with the arrangements. For all bookings your contract will be with the supplier of the hotel accommodation ('the hotel').** That hotel's booking conditions will apply to your contract. Copies of these terms and conditions are available from us on request. We do not sell or offer for sale any "packages" or act as an "organiser" within the meaning of the Package Travel, Package Holidays and Package Tours Regulations 1992.

In these Booking Conditions, "you" and "your" means all persons named on the booking (including anyone who is added or substituted at a later date). "We", "us" and "our" means Interchange & Consort Hotels Limited trading as Best Western Hotels.

### **Making your booking**

To make a booking, you may either book online (where available), telephone our Reservations Centre on 08457 76 76 76 or telephone the hotel concerned direct on the number given within the hotel description. The person making the booking ("the party leader") must be at least 18 and must be authorised to make the booking on the basis of these Booking Conditions by all persons named on the booking. By making a booking, the party leader confirms that he/she is so authorised and that all party members agree to be bound by these Booking Conditions. The party leader is responsible for making all payments due to the hotel concerned. Subject to availability, we will confirm your arrangements on behalf of the hotel concerned by issuing a confirmation upon request by fax, email or post. This will be sent to the party leader or your travel agent. Please check this carefully as soon as you receive it. Contact us immediately if any information, which appears on the confirmation, or any other document appears to be incorrect or incomplete as it may not be possible to make changes later. As we act only as agent we will have no responsibility for any errors in any documentation except where those errors were made by us. Subject to this, we regret we cannot accept any liability if we are not notified of any inaccuracy in any document within 14 days of our sending it out. We will do our best to rectify any mistake notified to us outside these time limits but you must meet any costs involved in doing so. The only exception to this requirement to meet costs is where the mistake in question was made by us and there is good reason why you did not tell us about it within these time limits.

### **Rates, Payment, Changes and Cancellation**

The price of your arrangements and the terms upon which payment, changes and cancellations are made will vary according to which arrangements you book. **Please note that all rates are subject to availability.**

### **Best available rates**

These are rates based on room only and bed & breakfast and at some hotels, a dinner, bed & breakfast option is available. The following terms apply to bookings made at these rates:-

- Fully flexible rate
- Credit card guarantee required at time of booking
- Payment will be required on departure from the hotel.
- Cancellations and amendments are available up to 4pm on the day of arrival, after this 1 night's accommodation charge will be levied by the hotel.

### **Advanced purchase rate**

These are reduced rates based on room only and bed & breakfast where bookings are made at least 3 days in advance. The following terms apply to bookings made at these rates:-

- Full credit card prepayment is required for duration of stay
- Prepayment charged to the credit card between time of booking and day of arrival.
- The hotel will not refund the payment in the event of a cancellation or non-arrival.
- No changes can be made to the booking without the hotel levying cancellation charges of the full cost of the booking.

### **Weekend leisure break**

These are rates based bookings for stays between Friday and Sunday inclusive, on a bed & breakfast basis with a minimum 2 night stay. (Dinner available as an additional supplement) The following terms apply to bookings made at these rates:-

- Full credit card prepayment required for duration of stay
- Prepayment charged to the credit card between time of booking and day of arrival.
- Cancellations and amendments are available up to 4pm, 48 hours prior to the day of arrival, with a full refund. Cancelling after this time will incur a 100% cancellation charge.
- In the event of a non-arrival, 100% of the prepayment is non refundable.

### **Leisure break**

These are rates based on a minimum 2 night stay (weekends only at some hotels) on a room only or bed & breakfast basis. At some hotels, a dinner, bed & breakfast option is available. The following terms apply to bookings made at these rates:-

- Full credit card prepayment required for duration of stay
- Prepayment charged to the credit card between time of booking and day of arrival.

- Cancellations and amendments are available up to 4pm, 48 hours prior to the day of arrival, with a full refund. Cancelling after this time will incur a 100% cancellation charge.
- In the event of a non-arrival, 100% of the prepayment is non refundable.

### **US Government rate**

These rates are available only on a bed and breakfast basis to qualified International Federal, State and Municipal Government Employees. The following terms apply to bookings made at these rates:-

- Special rate Official ID required at check-in
- Credit card guarantee required at time of booking.
- Cancellations and amendments are available up to 4pm on the day of arrival, after this 1 night's accommodation charge is incurred.

### **Hotel Golf Breaks**

The following terms apply to bookings of these breaks:-

- Full credit card prepayment required for duration of stay.
- Prepayment charged to the credit card between time of booking and day of arrival.
- Cancellations and amendments are available up to 4pm, 48 hours prior to the day of arrival but any deposit paid will be forfeit. Cancelling after this time will incur a 100% cancellation charge.

### **Hotel Health and Beauty Breaks**

The following terms apply to bookings of these breaks:-

- Full credit card prepayment required for duration of stay.
- Prepayment charged to the credit card between time of booking and day of arrival.
- The hotel will not refund the payment in the event of a cancellation or non-arrival.
- No changes can be made to the booking without the hotel levying cancellation charges of the full cost of the booking.

### **Hotel Activity break**

The following terms apply to bookings of these breaks:-

- Full credit card prepayment required for duration of stay.
- Prepayment charged to the credit card between time of booking and day of arrival.

The following cancellation terms will apply to bookings of these breaks:-

### **Period before departure within which written**

### **notification of cancellation is received by us      Cancellation charge**

29 days or more

Activity deposit

15 - 28 days

50% of the cost of the activity

0 - 14 days

100% of the cost of the activity

With all breaks, you may be charged an amount to cover the cancelled accommodation element of your break. In addition, with all breaks; your deposit will be non-refundable. If we receive notification any time after 4pm, two days prior to arrival, then you will be required to pay 100% of the cost of the accommodation element of the break.

Depending on the reason for cancellation, it is sometimes possible to reclaim these cancellation charges (less any applicable excess) under the terms of certain insurance policies. If you have purchased such an insurance policy and this applies to you, claims must be made directly to the insurance company concerned.

**For all other package cancellation policies, please refer the package details held on the website.**

### **Payment**

In respect of all arrangements requiring payment prior to the start of the arrangements in question, if we do not receive all payments due in full and on time, we are entitled to assume (on behalf of the hotel (s) concerned) 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 charges shown above depending on the date we reasonably treat your booking as cancelled (on behalf of the hotel (s) concerned).

As we act only as agent for the hotel (s) concerned, we reserve the right to pass on to you in full all additional costs and charges of whatever nature imposed by the hotel (s) in accordance with its own terms and conditions.

Except where otherwise advised or stated in the booking conditions of the hotel concerned, all monies you pay to us for arrangements will be held on your behalf until the arrangements in question have been performed, after which, we will hold them on behalf of the hotel(s) concerned.

Payment for incidental extras (e.g. mini bars, telephone charges, etc.) must be made directly to the hotel before you check out.

### **Authentication Request**

In order to authenticate your bank account Best Western will make a request for a \$1 transaction. This is only a request for a transition and will be seen in your account as a 'Pending Transaction'. Please note that the money does not get transferred from your account as the request is never settled with your bank or Credit Card Company. The length of time this authorization request will appear on your account will depend on the policy of your bank or Credit Card Company.

### **Your contract**

A binding contract between you and the hotel concerned comes into existence when we send your confirmation invoice on the hotel(s') behalf to the party leader and the terms and conditions of the hotel, in addition to these conditions, will be applicable to the contract. 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. You may however, choose the law and jurisdiction of Scotland or Northern Ireland if you wish to do so. Changes to these Booking Conditions or the General Information shown in our website will only be valid if agreed by us in writing.

### **The cost of your arrangements**

Supplements for single rooms or single occupancy of a twin/double may apply. Superior rooms/suites are often available at a supplement. Please read our General Information section too. 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. Once the actual price of your arrangements has been confirmed, no amendment will be made to it.

### **Changes by you**

Should you wish to make any changes to your confirmed booking, you must notify us in writing or contact us on 08547 73 73 73 as soon as possible. Whilst we will try to assist you we regret amendment requests cannot always be met. Where an amendment can be made, any costs incurred by ourselves and any costs or charges incurred or imposed by the hotel will be payable. See also, the specific terms detailed above.

### **Cancellation by you**

Should you or any member of your party need to cancel your chosen break once it has been confirmed, the party leader must immediately advise our Reservations Centre on 08457 76 76 76 or cancel online. Your notice of cancellation will only be effective when it is received by our Reservations Centre, at which time you will be given a cancellation number relating to the date and time of your call / online cancellation. You must keep this for reference. The cancellation charges of the hotel concerned will apply. Please refer to each of the Best Western products listed above for full details of each individual cancellation policy.

### **Changes and cancellation by us**

If there is a change to or cancellation of your booking we will pass on the new details to you together with any compensation that the hotel may offer. As agent only for the hotel we cannot accept any liability for any changes or cancellations made to your booking.

### **Insurance**

You are strongly recommended to take out personal travel insurance for all members of your party. Please note that not all insurance policies intended for travel overseas are adequate to cover you for the hotel stays featured on our website. It is your responsibility to ensure that the insurance cover you purchase is adequate for your particular needs. We do not check insurance policies.

### **Force majeure**

Except where otherwise expressly stated in these booking conditions, we regret we cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by or you otherwise suffer any damage or loss as a result of "force majeure". In these Booking Conditions, "force majeure" means any event which we or the hotel in question could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, terrorist activity or actual threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control.

### **Our liability to you**

We act only as an agent for the hotel(s) concerned. Your contract for your arrangements is directly with the hotel(s) concerned. We accept no liability in relation to the arrangements themselves or for the acts or omissions of the hotel(s) concerned. For all bookings, the terms and conditions of the hotel will apply to your contract (copies available on request from us). However, in the event that we are found liable on any basis whatsoever in relation to your booking our maximum liability to you if we are found to have been at fault in relation to any service we provide as agent for the hotel(s) concerned (as opposed to any service provided by the hotel(s) for whom we are not responsible) is limited to twice the cost of the booking in question. We do not exclude or limit any liability for death or personal injury which arises as a result of our negligence or that of our employees whilst acting in the course of their employment.

### **Complaints and problems**

In the event that you have any reason to complain or experience any problems with your break whilst away, you must immediately inform the hotel (s) in question. Any verbal notification must be put in writing. If you remain dissatisfied, however, you must write to the hotel's general manager within 28 days of the end of your stay giving your booking reference and full details of your complaint. If you have any complaints concerning any services we provide, you must inform us straight away in writing and in any event within 28 days of the end of your stay. For all complaints and claims which do not involve death, personal injury or illness, we regret we cannot accept liability if you fail to notify the complaint or claim entirely in accordance with this clause. NB please bear in mind that we act only as agent for the hotel(s) concerned and therefore cannot accept any liability for your arrangements. Any assistance provided in resolving a complaint in relation to any arrangements is provided on a goodwill basis and in our capacity as agent only.

### **Behaviour**

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 (together with our own and the other party's full legal costs) as a result of your actions. Hotels reserve the right at any time to terminate your stay or that of any member of your party due to misconduct, where justified in their reasonable opinion. No refunds will be given. Furthermore, neither the hotel(s) nor we shall 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.

### **Special requests and medical problems**

If you have any special request, you must advise us at the time of booking. Although we will endeavour to pass any reasonable requests on to the relevant hotel, we regret neither we nor the hotel concerned can guarantee 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 or passed on to the hotel or the inclusion of the special request on your 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.

If you or any member of your party has any medical problem or disability which may affect your booking, please tell us before you confirm your booking so that we can advise as to the suitability of

the chosen arrangements. In any event, you must give full details in writing at the time of booking. If the hotel reasonably feel unable to properly accommodate the particular needs of the person concerned, we must reserve the right on behalf of the hotel(s) concerned to decline their reservation or, if full details are not given at the time of booking, cancel on behalf of the hotel(s) concerned when we become aware of these details.

Hotels that show the Disabled Facilities symbol in their entry have had their facilities inspected by an approved independent inspector e.g. Tourism for All, or regional tourist boards. A number of other hotels within the group do have facilities for disabled guests however they may not have an official accreditation. We do therefore strongly recommend you check with either our reservations centre or the hotel directly before booking to ensure your chosen hotel can meet all your requirements.

Alternatively, if you have difficulty walking but do not require a specially adapted room, you may request a room near to reception on the ground floor for easier access. However ground floor or adapted rooms may have limited availability, and cannot be guaranteed to be allocated on arrival. Again it is advisable to ensure that we are fully aware of all circumstances on making the booking to ensure that your chosen hotel has the availability to meet your requirements in full.

Guide dogs are welcome at all Best Western hotels, but please make us aware of your requirements at the time of booking.

### **Travel documents**

You are responsible for having all proper travel documents and vouchers. If you are unable to travel or complete a stay by reason of not having proper documents you will not be entitled to any refund and we will not be liable for any cost or expense that you may incur as a result.

### **Financial security**

Except for monies that you pay to us for bookings made up of accommodation only, all monies that you pay to us in respect of your break will be held in a specifically designated bank account administered by independent trustees until your break is over or the monies are refunded to you. These arrangements mean that (unless you have made a booking for accommodation only) this money will be refunded in the unlikely event of our being unable to provide your break due to our insolvency.

### **General information**

#### **Child policy**

Our free children's accommodation offer is subject to the availability of a family room, which can accommodate 2 adults, and up to 2 children. Please note this offer only applies to children who are aged 15 and under at the time of their stay. Children's meals are not included in this offer and will be charged as taken at the hotel. In many cases children's meals are available from special children's menus or as children's portions. Children aged 15 and under in their own room will usually be entitled to a discount off the standard adult rate subject to availability (please check with reservations at the time of booking). All family rooms must be booked and confirmed by telephone on 08457 76 76 76.

For more information on booking a child friendly hotel visit our [Family breaks](#) page.

#### **Included in the price**

- Accommodation with private en suite bathroom (some rooms may have a shower facility instead of a bath), colour TV, telephone and tea/coffee making facilities.
- Where breakfast is included in the price a traditional breakfast will be provided each morning. (Central London hotels offer a continental breakfast. If booking by phone, this will be advised by your Reservations Agent).
- All VAT and service charges, where applicable.
- Dinner, bed & breakfast prices includes a 2 or 3-course table d'hôte evening meal with coffee. Selected hotels offer a à la Carte allowance as an alternative to the set evening meal.

#### **Not Included in the price**

- Hotel supplements e.g. for single occupancy or additional room facilities (e.g. superior rooms/suites). If booking by phone, the amount will be advised at the time of booking.
- Expenses incurred at your hotel, including (but not only) use of minibar, safety deposit box, external phone calls, room service, meals (other than breakfast and those stated at the time of booking). Etc.
- Items of personal expenditure.
- Personal travel insurance.
- Any items not mentioned in 'Included in the price'.

#### **Health & Beauty Breaks**

- Health and Beauty packages (where available) are per person and are in addition to the cost of your hotel stay unless otherwise specified. Please check at the time of booking the treatments included in Health and Beauty packages. Some hotels may also offer a range of additional individual treatments. Any additional treatments you may require can be arranged at an extra cost to you if available.
- Health and Beauty Breaks can only be booked by telephone on 08457 76 76 76. Please refer to the Hotel Specific Packages for payment and cancellation terms and conditions.

#### **Golf breaks for hotels that have golf courses on site**

- A selection of hotels offer golf packages inclusive of accommodation, meals and golf. If available this will be stated in the website description of the hotel. Your reservations agents will be able to provide further details.
- Green fees are per person per round and will be in addition to the cost of your hotel stay. Green fees should be paid locally. Golf supplement prices are valid for customer's pre-booking golf and accommodation together, except where package prices are indicated at the hotels with golf on site. Tee off times will be subject to availability and we cannot guarantee availability. We will endeavour to reserve your preferred tee off times and advise of alternative times if your preferred times are not available. We recommend booking a minimum of two weeks in advance to secure your preferred tee off times.
- Golf Breaks can only be booked by telephone on 08457 76 76 76. Please refer to the Hotel Specific Packages for payment and cancellation terms and conditions.

## Activity breaks

- The cost of the activity is an additional supplement, which will be added to the cost of your accommodation.
- Activity Breaks can only be booked by telephone on 08457 76 76 76. Please refer to the Hotel Activity Packages for payment and cancellation terms and conditions.

## Hotel information

Hotels may withdraw or change facilities and services. If possible, we will inform you of any changes before you travel if we believe this will have a significant effect on your stay. Our photographs are intended to give you a general impression of the hotel. Variations can occur from room to room.

**Classification:** The star ratings shown are based on the latest official inspection. The AA or the Tourist Boards annually inspect all Best Western hotels. We have added a Best Western connoisseur rating where we feel standards are above average for that star rating.

**Meals:** All hotels provide a full traditional breakfast apart from Central London hotels that offer a continental breakfast. Bed and Breakfast means breakfast is the only meal included in the price. This may be a full traditional or continental breakfast. You will be advised at the time of booking. Dinner, Bed & Breakfast means breakfast and evening meal (or a la carte allowance) are included in the price. If you have any special dietary requirements please let us know so that we can tell the hotel before you travel, but note we cannot guarantee that the hotel can satisfy your request.

**Rooms & facilities:** Some hotels (e.g. city centres, in particular in London), have much smaller bedrooms than you may be used to. Public facilities, e.g. bars and restaurants, may only open if there is sufficient demand, particularly in low season. Hotels may have to redecorate or refurbish when you are visiting, which may mean the temporary closure of public rooms or facilities. Rooms may be twin or double. A double bed may consist of twins pushed or joined together. Hotel rooms may be allocated in any part of the property (including annexes, new extensions). Please note that rooms sleeping three/four persons may offer any combination of single, double and foldaway beds. Older, more traditional hotels may have specific single rooms and these are likely to be small. On the other hand, many hotels allocate a twin or double for use as a 'single' room. A single room supplement may be payable, and this will be advised to you before booking. Non-smoking bedrooms are available at all hotels.

**Check-in:** On arrival, your room is normally available after 2pm. If you plan to arrive after 6pm please advise the hotel directly by calling the number given in the hotel description. Failure to confirm late arrival with the hotel or Central Reservations may result in your room being resold, and our cancellation terms will apply.

**Car parking:** You will find free parking at the majority of our hotels, except in London and some major city centres, where hotels may have reduced fee arrangements with nearby car parks. Please check the parking facilities available at individual hotels with your Reservations agent.

**Leisure clubs/swimming pools:** Restrictions relating to the use of hotel leisure facilities and opening times are entirely at the discretion of the hotel/leisure club manager. Please ask at the hotel reception for rules and opening times when checking in. If a specific facility is required you are advised to check with the hotel direct by calling the telephone number in the hotel description prior to arrival. Additional restrictions may apply for the use of such facilities by children. There may be a charge for the use of some facilities.

**Lifts:** Hotels with no lift show the 'no lift' icon in their entry. Luggage assistance is available at the majority of these hotels. Please check when booking.

**Pets:** Pets are accepted only at the discretion of the hotel and are usually not allowed in public areas. If you intend to bring any pets this should be indicated on your initial enquiry. The Reservations Team will then check the suitability of your chosen hotel to accept pets. Charges may be made for pets. Guide dogs are specifically excluded from this policy and are welcome at all hotels.

### **Website and pricing details**

**Please note, the information and prices shown on this website may have changed by the time you come to book your arrangements.** Whilst every effort is made to ensure the accuracy of the website and prices at the time of printing, regrettably errors do occasionally occur. You must therefore ensure you check all details of your chosen arrangements (including the price) with us at the time of booking.

### **Tourist attractions**

Please check that attractions are open prior to travelling to the venue.

The information contained on our website is correct to the best of our knowledge. Our website descriptions may refer to activities which are available in the area you are visiting. We have no involvement in any such activities, which are neither run, supervised nor controlled in any way by us. They are provided by local operators who are entirely independent of us. They do not form any part of your contract with us even where we suggest particular operators/centres and/or assist you in booking such activities in any way. Accordingly, we cannot accept any liability in relation to such activities. We cannot guarantee accuracy at all times of information given in relation to such activities or about the area you are visiting generally (except where this concerns the services which will form part of your contract with the hotel) or that any particular excursion or activity which does not form part of your contract with the hotel will take place as these services are not under ours or the hotel's control.

### **Terms & Conditions of Claims Processing Requirements**

The booking must be made via [www.bestwestern.co.uk](http://www.bestwestern.co.uk) or [www.bestwestern.com](http://www.bestwestern.com)

Affinity, Association, Group, Corporate, Negotiated, Packages and Wholesale rates are not applicable. Rates part of a travel package, which includes more than hotel accommodations do not qualify.

If a lower Internet rate is found, Best Western will honour the competing rate (under the terms and conditions) and provide a 10% discount for each night of the reservation. If, in the meantime, the lower rate has become available in the Best Western system this rate will be applied and the 10% discount will not apply. In order to receive the lower rate and discount, the guest must have a confirmed reservation from the Best Western website with a Best Western system confirmation number.

The competing rate on another web site must be for the same hotel, dates, room type, number of guests, currency, payment requirements and must be publicly viewable and bookable via the Internet at the time the claim is reviewed by a Customer Service Specialist. A viewable rate means that the general public can view the rate on the web site. A bookable rate means that the rate is available and can be reserved online.

If the reservation is made within 48 hours of arrival, the guarantee will not apply. The guest does not have to book a room on the competing website. They only need to prove the validity of the claim based on the terms of the policy.

The Lowest Rate Guarantee does not apply to websites that do not reveal the hotel name and location such as: Priceline and Hotwire.

Best Western Reward points or airline miles will be awarded based on the rate actually paid by the guest at check-out.

The "rate" comparison will be determined using the same price and/or tax policy. A claim must be received by BWI within 48 hours after making the original reservation on [www.bestwestern.co.uk](http://www.bestwestern.co.uk)

The Best Western Low Rate GUARANTEED! Claim Form must be submitted on [www.bestwestern.com](http://www.bestwestern.com) or you must telephone Best Western's Customer Service Department on: 0800 39 31 30 (Toll Free). Outside of Great Britain, please call your local worldwide reservations office for assistance. No written claims will be accepted.

Best Western's Customer Service Specialists have the sole right and discretion to determine the validity of any claim. They will validate that the claim meets all Terms, Conditions, and Claims.

#### **Processing requirements**

For a multiple night stay, the total room cost for the stay will be evaluated in determining whether the other web site has a lower rate.

Upon validation of the claim, the Customer Service Specialist will send an email or other communication to you that includes the reservation confirmation number, a file tracking number for the claim and the new rate you will be charged. (If you have not received a confirmation within 48 hours of submitting a claim, you may contact our Customer Service department by phone to check the status of your claim.)

If, for any reason, the lower rate is not honored at the hotel, you must call the Customer Service department within 30 days of the conclusion of your stay and provide the file tracking number for your claim. The Customer Service Specialist will request your checkout folio from the hotel. Upon validation of the checkout folio, you will receive a refund check for the rate difference.

Void where prohibited by law. Best Western reserves the right to modify, alter, suspend or terminate this Guarantee at any time without prior notice at its sole discretion.

#### **Packages Terms & Conditions**

The following terms apply to bookings of these packages:

- Full credit card prepayment required for duration of stay and package
- Prepayment charged to the credit card between time of booking and day of arrival.
- Cancellations must be made 72 hours prior to stay
- The liability for all elements within the package lie with the individual hotel booked and not with Best Western as Best Western are acting as a retail agent for the packages.
- The customer needs to contact the hotel prior to staying to confirm arrangements for the tickets elements of the package

- The hotel is directly responsible for obtaining the tickets for the guests
- If booking a spa package the customer does need to contact the hotel to confirm the availability a treatment times

For all other package cancellation policies, please refer the package details held on the website.

### **Festive Packages Terms & Conditions**

The following is a brief summary of our full booking conditions on Festive packages. All bookings are subject to the following conditions and our full booking conditions, which can be found at [www.bestwestern.co.uk/booking-conditions](http://www.bestwestern.co.uk/booking-conditions). Where there is any inconsistency between the terms and conditions set out here and Best Western's full terms and conditions, the terms and conditions set out here will apply.

#### **- Payment**

In order to confirm your chosen break, a deposit of 20% of the total cost of the break per person (or full payment if booking later than 29th October 2010) must be paid at the time of booking. Best Western will then automatically take the balance in full on 29th October 2010. If we do not receive all payments due in full and on time, we reserve the right to treat your booking as cancelled by you. In this case the cancellation charges set out in the clauses below will be payable.

#### **- Your contract**

A binding contract between us comes into existence when we despatch our confirmation invoice to the party leader. This contract and all matters arising out of it are governed by English law. We both agree that any dispute, claim or other matter which arises out of or in connection with this contract or your break will be dealt with by the Courts of England and Wales only. Changes to these Booking Conditions or the General Information shown on our website will only be valid if agreed by us in writing.

#### **- The cost of your break**

Christmas and New Year Packages

We reserve the right to increase or decrease the prices of unsold breaks at any time. The price of your chosen break will be confirmed at the time of booking.

Once the price of your chosen break has been confirmed at the time of booking, subject to the correction of errors, we will not increase its price. 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 break at the time of booking.

#### **- Changes by you**

Should you wish to make any changes to your confirmed break, you must notify us in writing as soon as possible. Whilst we will endeavour to assist, we cannot guarantee we will be able to meet any such requests. Where we can, an amendment fee of £10 per booking and any costs incurred by ourselves and any costs or charges incurred or imposed by any of our suppliers will be payable. Please note: some change made within 8 weeks of departure (for example, a change in the start date

of your break, or number of persons in your party) will be treated as a cancellation of your original booking. In this case the cancellation charges set out below will apply.

**- Cancellation by you**

Should you or any member of your party need to cancel your chosen break once it has been confirmed, the party leader must immediately advise our Reservations Centre either in writing to Reservations, Best Western Hotels, Consort House, Amy Johnson Way, York, YO30 4GP, by telephoning 0845 601 0701 or cancelling the booking online. Your notice of cancellation will only be effective when it is received by our Reservations Centre, at which time you will be given a cancellation number relating to the date and time of your call. This must be kept by you for reference. As we incur costs from the time we confirm your booking, we will charge you a sum to cover the costs, expenses, charges and losses that we incur as a result of your cancellation. Our cancellation charges are as follows:

**- Christmas and New Year Breaks**

If you cancel your booking:-

- a. more than 8 weeks before the date your break is due to start, we will refund the whole of the price paid by you less the 20% deposit; or
- b. more than 4 weeks but less than 8 weeks before your break is due to start, we will refund 50% of the price if you have then paid 50% or more of the price. If you have not then paid 50% of the price, that amount, (or the balance of that amount if you have paid a deposit shall be due to us immediately); or .
- c. less than 4 weeks before your break is due to start the whole of the price (or the balance of the price if you have paid a deposit) shall be due and payable to us immediately.

If any member(s) of your party is/are prevented from travelling, the person(s) concerned will be able to transfer their place to someone else (introduced by you) providing the following requirements are complied with. We must be notified of the transfer(s) not less than two weeks before the start of your break. Where a transfer to a person of your choice can be made, all costs and charges incurred by us and/or incurred or imposed by any of our suppliers as a result must be paid before the transfer can be effected.