

## GREYFRIARS LODGE CANTERBURY - TERMS & CONDITIONS

**Booking Terms:** These Booking Terms apply to the business named above (under the "Booking with" section of the Booking Confirmation and the "Provider Information" in the confirmation correspondence) our officers, employees and agents ("We"/"Us"/"Our") and the person or legal entity making the Booking or to whom We supply services in respect of the Booking ("You/Your"). These Booking Terms are governed by English law and apply to all Bookings except where We agree in writing other terms. By making a Booking You are deemed to accept these Booking Terms.

**Bookings:** Bookings are made and a contract between You and Us comes into effect when We accept a reservation from You. We will accept a reservation when We have confirmed Your reservation and received 100% non refundable deposit of first nights stay with us. Full payment is due on arrival at Greyfriars Lodge. Bookings must be paid for using an acceptable and valid credit or debit card.

**Prices:** All published rates include VAT where applicable (and local taxes) at the current rate. Rates are per room per night. If you have selected supplements they will be added to the total price of the Booking. Rates do not include other costs you may choose to incur during your stay (unless otherwise stated). Rates quoted are correct only for the specific number of guests, nights and dates shown. Should You change the number of guests, dates or room nights, then the rates are subject to change.

**Availability:** In the rare case that due to unforeseen circumstances we cannot deliver Your requested accommodation, you will be offered alternate accommodation.

**Arrival and Departure:** Check-in times are specified on your Booking Confirmation. Check-in times outside those specified must be confirmed with Us prior to arrival. The Check-out time is also specified on your Booking Confirmation.

**Cancellations:** If you cancel Your Booking within 24 hours of the scheduled Check-in time we require the full balance of Your stay. If you cancel Your booking more than 24 hours before arrival then no charge will be made (applying for direct booking, for reservations made through Booking.com see conditions on the website).

**Conditions of Stay:** We have some standard rules that are designed to ensure that we comply with regulations relating to matters such as fire, health and safety and to enhance the comfort and wellbeing of our guests. If you would like to check our conditions of safety please contact us.

**Nuisance:** We reserve the right to terminate Your Booking immediately without being liable for any refund or compensation where You engage in unacceptable behaviour that causes a disturbance to other guests.

**Liability:** Other than for death or personal injury caused by Our negligence or misrepresentation, our total liability to You is limited to the price of the Booking and to the fullest extent permitted by law all warranties are excluded and in no circumstances will We be responsible for any indirect or special damages.

We will not be liable for failure to perform to the extent that the failure is caused by any factor beyond Our reasonable control. You are responsible for any damage or loss caused to Us or Our property by Your act, omission, default or neglect and You agree to indemnify Us and to pay Us on demand the amount reasonably required to make good or remedy any such damage or loss.

**Accessibility information:** Number of floors: 2

**Support for the Mobility Impaired:** Please note Greyfriars Lodge does not have a lift.

**Front door key agreement:** All guests receive a front door and room key, if lost a £50 charge will be incurred.