

# KNOW BEFORE YOU GO

## LEISURE

Hotel guests are welcome to use the leisure facilities at the Health Club at Spa by Kasia throughout the duration of their stay. These facilities include:

- Indoor swimming pool
- Jacuzzi
- Steam room
- Sauna
- TechnoGym gymnasium

A condition of using the facilities is that you must comply with the club's rules, a copy of which is available at the club reception.

Children under **16 years of age must** be accompanied by an adult at all times and may use the facilities during specified times. For health and safety reasons, **children under 16** are not permitted to use the gymnasium and **children under 12** are not permitted to use the sauna, spa bath or steam room.

At certain times, facilities may become unavailable due to maintenance, adverse weather conditions or other reasons beyond our control. We will attempt to keep all Hotel guests informed of these circumstances however this may not always be possible. If any facility is a significant reason for your choice of hotel, we would advise you to check directly with the Hotel in advance of arrival.

## PARKING

We offer free on-site parking within our own hotel car park. Cars and their contents are left at the owner's own risk. We do not accept responsibility for loss or damage or property (save as may not be excluded or restricted by applicable law).

### Hotel Events

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 on planned events.

## GUEST CONDUCT

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 operations 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, the Hotel shall have no obligation to refund you for lost accommodation, other services or any other loss or expense incurred.

## SMOKING POLICY

Guests are not permitted to smoke in rooms or public areas.

## CHILDREN

All children (a person under 16 years of age) staying at the Hotel must be accompanied by an adult and must be supervised by an adult at all times. Cots and extra beds are available at the hotel. However, these are limited and subject to availability. Additional charges may apply. Please check at the time of booking.

Guests must be over the age of **18 years old** to stay without the accompaniment of an adult (aged 18 or over).

## PETS

Dogs are accepted to stay at the hotel with prior arrangement, and at the Company's discretion, for which the guest will incur a surcharge of £15 per dog. Please note dogs are not permitted in Palm Court restaurant or Spa by Kasia.

Guide assistance dogs are permitted in all areas.

# OUR POLICIES

## DEFINITIONS

**Company or ‘we’:** refers to The **Grosvenor Pulford Hotel Limited** (company no 1682020) whose registered office is at The Grosvenor Pulford Hotel & Spa, Wrexham Road, Pulford CH4 9DG.

**Booking:** refers to the booking for accommodation, functions and/or any other services or items made with us.

**Contract:** refers to means the Booking and these Terms, and any other terms and conditions stated to apply to the Booking.

**Hotel:** refers to the premises for which your Booking is made.

**Terms:** refers to these terms and conditions.

**Websites** refers to [www.grosvenorpulfordhotel.co.uk](http://www.grosvenorpulfordhotel.co.uk) or any other website owned or operated by us relating to a Hotel from time to time. “VAT” means value added tax.

## BOOKINGS

All Bookings at the Hotel are subject to these Terms.

At the time of booking or at check-in, we will take your credit/debit card details and you authorise the use of this card for any sums that become owing to us. We shall also have the right to require full payment in advance or a deposit at the time of booking in certain circumstances or if the Booking includes the supply of certain items or services.

No Booking shall be treated as confirmed until the details and/or payment/deposit described in this paragraph have been provided.

## CHECK-IN/CHECKOUT

Unless otherwise stated on the booking confirmation, Guests may check-in at any time from **2:00pm** on the scheduled day of arrival.

All rooms that have been secured by credit/debit card or prepaid at the time of booking will be held until **11:59pm** on the scheduled day of arrival unless otherwise agreed directly with the Hotel. Any non-secured reservation will be held until **4.00 p.m.** prior to the day of arrival at which time we will be entitled to re-let the room unless the guest has notified the hotel of a late arrival.

We kindly ask guests to check-out by **11:00am** on the date of departure (unless a later departure is stated as part of your Booking). Late check-out after this time can be requested subject to availability and will be charged at an hourly rate at the discretion of the Hotel.

Rooms are subject to maximum occupancy rules set by the Hotel.

## PAYMENT

We are a cashless hotel and therefore only accept payment by card, including the providers listed below:

**Credit cards:** American Express, MasterCard/Diners International, Diners Club, JCB International Credit Card, Visa

**Debit cards:** Visa/Delta and Visa/Electron

At the time of check-in, we will take payment for the accommodation charges (room rate, VAT and any service charge) and anticipated incidentals for the duration of your stay against your credit/debit card.

During your stay, the Hotel's system will calculate the incidentals charged to your room on a daily basis. If the cost of those incidentals exceeds the authorisation taken on check-in, further authorisation may be requested and if such authorisation is not available, we may

request another method of settlement or a deposit to be provided, failing which we reserve the right to restrict access to your room.

All outstanding charges must be paid for in full on check-out from the Hotel. If staying for multiple nights at the Hotel, we may require you to make payment for any outstanding charges on a more frequent basis during your stay.

## CANCELLATION POLICY

The cancellation policy varies according to the rate/package that is booked. Please refer to the individual full rate descriptions given at booking.

**Flexible rate packages:** Reservations secured with card details upon booking can be cancelled or transferred to an alternative date up to **48 hours** prior to arrival.

**Pre-paid promotional packages:** Full, non-refundable and non-transferable payment is taken upon booking for these packages.

Cancellation and non-arrival charges apply after the relevant time and will be charged to the credit/debit card supplied at the time of booking. We reserve the right to charge for one night's accommodation per room booked if the above cancellation requirements are not met.

Prepayment is charged to the credit/debit card supplied at the time of the Booking. Cancellation or non-arrival will result in the forfeiture of the prepayment.

Your booking is for a category of bedroom in the Hotel and does not guarantee that you will be able to stay in a specific room or in the same room for the duration of your stay. If we need to move you to a different room during your booking for which a lower rate is available than the rate you booked at, we will refund you the difference in the rates.

### **Changes or Cancellation by the Company**

Very occasionally we may need to cancel your Booking. In such circumstances, you will be given a full refund, but we shall have no further liability to you arising out of such cancellation. We will, however, use reasonable endeavours to try and re-locate any

confirmed Booking cancelled by us to an alternative location similar in standard to the Hotel.

## DAMAGE

We reserve the right and you hereby authorise us to charge your credit or debit card for any damage incurred to your room or the Hotel during your stay (including without limitation specialist cleaning) or for any items that are missing upon your departure.

## ACCESSIBILITY

Dependent on your individual needs a selection of specifically designed rooms is provided at each of our hotels.

Please contact our hotel on **01244 570560** to discuss specific individual requirements and the availability of appropriate accommodation, and we will do our best to accommodate your needs.

# THE LEGAL BIT

## FORCE MAJEURE

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.

## LIMITATION OF LIABILITY

The Company will not be responsible for the loss or damage of any property left in the Hotel other than as required under the Hotel Proprietor's Act 1956 and the Local London Authorities Act 2004 (a copy of the notice under such Acts is displayed in the reception of the Hotel) or any other applicable law. The Company will not be liable for any indirect, consequential or pure economic loss or any loss of profit, goodwill or opportunity (whether caused by the negligence of the Company, its employees, contractor or agents or otherwise). The Company's total liability shall not exceed the value of the charges received by it under the Contract.

Nothing contained in the Contract or in any other document referred to or incorporated in it shall be read or construed as excluding any liability for death or personal injury caused by the Company's negligence or liability for fraud or fraudulent misrepresentation.

## GOVERNING LAW AND JURISDICTION

The Contract and any non-contractual obligations arising in connection with it are governed by English law.

The English courts have exclusive jurisdiction to determine any dispute arising in connection with the Contract, including disputes relating to any non-contractual obligations.

Each party irrevocably waives any objection which it may now or later have to proceedings being brought in the English courts (on the grounds that the English courts are not a convenient forum or otherwise).

## PRICING INFORMATION AND CHARGES

The prices displayed on the Websites are an average per night per person until a rate is selected. Any meals, service or VAT (at the prevailing rate) are included only if specified. A minimum length of stay, deposit, cancellation charge and other conditions may apply to certain rates, as specified. Once a rate is selected on the Websites, the total for your requested stay shall be displayed on the reservation summary.

Prices shall be charged in the local currency of the Hotel and any currency conversion facility is provided as an approximation tool only, please refer to the Currency Disclaimer for more details. The VAT breakdown shown is indicative based on the current rate of VAT, and the expected VAT treatment of the goods or services. VAT will be payable at the prevailing rate applicable at the tax point of the invoice or Booking confirmation issued, and may change depending on the actual rate and the VAT treatment of the goods and services purchased at that date.

Price lists for additional items, such as restaurant meals and room service, are on display at relevant locations within the Hotel and are available on request.

## WEB SITE INFORMATION

While all reasonable efforts have been taken to ensure the accuracy of information on the Websites, the Company does not accept responsibility for errors or omissions and reserve the right to amend, cancel or vary any of the arrangements featured on the Websites without notice. Please note that in certain circumstances, generic photographic images have been used to represent the general style of a particular product or hotel.

The content of the Websites is the copyright of the Company, and may not be copied, reproduced, published, distributed or amended for any other purpose without our prior written consent. Trade marks used on the Websites are the property of the respective owners. Hyperlinks to third party websites are provided for your convenience. We cannot accept responsibility for the content or use of third party sites.



## IDENTITY

In the interests of security and to prevent fraud, at the time of check-in, guests may be required to confirm their identity by providing their booking reference and their passport/identity card/driving licence. If guests are travelling from outside the UK and Ireland, we are also obliged by law to require guests to provide the number and place of issue of your passport/identity card and details of their next destination. These records will be kept for at least 12 months and may be disclosed or made available for inspection by any police officer or as otherwise required by applicable law in connection with the prevention or investigation of crime. The information above may be requested for each member of your party over the age of 16 and we reserve the right to refuse entry to persons who cannot provide the information set out above.