



## General Terms and Conditions

Thank you for choosing to stay at the Kings Court Hotel - We hope you will enjoy your stay. The following terms and conditions form the terms of a legally binding contract between us and you.

### (1) DEPOSIT

All deposits are non-refundable and advance purchase rates are classed as a deposit.

### (2) PAYMENT

We accept payment by credit card or debit card, by cheque with a bank card, by bank transfer and in cash. Any company ledger accounts must be previously agreed. Payment for any outstanding balance for the cost of the stay and extras incurred during your stay will be payable on departure.

All bookings need to be guaranteed with a credit or debit card, by deposit or company ledger, and upon arrival you will be required to provide your card details which we may take payment from in the event of:-

- (a) Chargeable damages/breakages
- (b) Breach of No-Smoking or Pet Policy
- (c) Any extras incurred

### (3) CANCELLATION BY YOU

If you cancel before 12.00 pm the day prior to your arrival, there will be no charge for the booking unless a deposit has been taken - see (s1). A cancellation fee of the first night's accommodation will be taken if you cancel the room/rooms after 12.00pm the day before your arrival. Cancellations must be made or confirmed in writing by post or e-mail and are valid at time of receipt.

Please note that for special events, packages, room bookings for groups of 10 or more and at certain times of the year, the cancellation and payment policy may differ to the above terms and conditions. You will be notified of this at the reservation stage if this is the case.

### (4) CANCELLATION BY US

In the unlikely event that we are forced to cancel your booking we will attempt to offer you alternative accommodation. If suitable accommodation is not available or acceptable to you, then we will refund all the monies already paid by you and confirm that you will not be liable for any further payments to us.

The Kings Court reserves the right to refuse entry or cancel bookings of guests who behave inappropriately towards the staff, other guests, or the property. The duty manager also has the right to ask a guest to leave the premises for inappropriate behaviour or verbal abuse. In such incidences, no refund will be given.

KINGS COURT HOTEL, KINGS COUGHTON, ALCESTER, B49 5QQ

T. 01789 763111 E. INFO@KINGSCOURTHOTEL.CO.UK W. WWW.KINGSCOURTHOTEL.CO.UK

#### (5) AMENDMENT BY US

If you have booked a specific room, we will try to ensure that this room is available. We do however reserve the right to accommodate you in a different room. If this room is not acceptable, you have the right to treat the booking as being cancelled and all monies already paid by you will be refunded. If you accept the new room and the new room is usually charged at a lower rate, then the difference will be deducted from the final balance due from you. If the new room is usually charged at a higher rate, then you will not be charged the difference. This is the limit of our liability to you in these circumstances.

#### (6) PRICES AND OFFERS

The Kings Court reserves the right to change the pricing and detail of any goods, services, or special offers without prior notice.

#### (7) SMOKING POLICY

We are a No Smoking establishment. If we suspect that guests have been smoking in the room, then we reserve the right to ask you to leave immediately. You will remain liable for the whole cost of your stay. We also reserve the right to charge a sum of £100 if we suspect that guests have been smoking in the room and you will be notified in writing of this if evidence of smoking is discovered after your departure - see (s2).

#### (8) PET POLICY

Pets are NOT allowed in our main bedrooms, or general parts of the hotel. We only accept pets by pre-arrangement, and any pets found to have been in our hotel bedrooms, either during or after your stay, without agreement, will be subject to a £100 charge. By pre-arrangement, well behaved pets are welcome in allocated pet-friendly rooms at a charge of £10.00 per night. Pets are not permitted on the furniture, beds, or in our non-dog rooms. We reserve the right to charge a sum in the event of breach of our pet policy, damage being caused, or additional cleaning being required - see (s2). You will be notified in writing as soon as is reasonably practical if the damage is discovered after your departure. Dogs must be kept on leads within the hotel grounds at all times. Owners must clean up after their pets in the grounds and all dog poo bagged and put in the bins provided - the hotel reserved the right to impose a £100 penalty for failure to do so.

#### (9) OUR LIABILITY

We do not accept any liability for the damage to you or other members of your party with regards to property, goods or personal injury (including other members of your party) whilst on our premises, unless caused by negligence on our behalf.

#### (10) LOST PROPERTY

Any lost property found in your room after your departure will be kept at reception for three months. If not collected within this time, it will be disposed of.

#### (11) DATA

Any data collected as a result of your booking will be stored in accordance with the provisions of current data protection legislation.

#### (12) COMPLAINTS

We hope your stay with us will be enjoyable, however, if you do have a complaint, please let our receptionist or duty manager know at the time of your stay, so we can help put things right. Any complaints in writing, please email to [reception@kingscourthotel.co.uk](mailto:reception@kingscourthotel.co.uk).

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