

The Rothesay 'Booking Terms and Conditions'

All bookings made by telephone, email, our own Rothesay websites, third party websites, and all booking agents or in person are subject to the following terms and conditions. These terms and conditions override any third parties and are deemed to be accepted upon booking by any of the aforementioned methods.

Pricing:

All prices quoted are in £'s per room per night and are based upon 2 people sharing a double or twin room (or 1 person in a single room). Third party websites may display prices in £'s per person per night.

All prices include VAT at the current prevailing rate (17.5%) and are guaranteed at the point of booking until your arrival date. The exception to this guarantee, necessitating a supplement, would be a rise in the prevailing rate of VAT. Any such supplement would be added to your agreed room rate.

Bookings:

Bookings must be guaranteed for the total duration of the reservation by a major credit or debit card and payment of a 20% non-refundable deposit (minimum payment £25) or by agreement in writing with a company, travel agent or hotel booking agency. At the discretion of the Rothesay, or for some packages, full pre-payment may be required. The deposit payment will be taken at the point of booking.

Arrival and Departure:

Check in is from **2pm** unless otherwise agreed by prior arrangement.

Check out on your departure morning is by **10.30am** unless otherwise agreed by prior arrangement.

Cancellations, amendments and non-arrivals:

A cancellation at any time will result in the loss of any pre-paid deposit. In addition, the following charges may apply:-

1. A cancellation of a special offer promotion, for example, a Valentine weekend special, the full remaining balance will be charged.
2. For cancellations of more than 7 days prior to arrival then no additional charges will apply.
3. For cancellations of 7 days and less prior to arrival then the full outstanding balance will be charged.
4. Any alteration after your anticipated arrival time, or during your stay, to reduce the number of nights of your booking, will have no effect on the number of nights charged. You will be charged for the original number of nights booked in total.

Charges levied as a result of cancellation will be taken from the Clients credit or debit card without prior notice or approval, where applicable.

It is not our intention to profit from any misfortune of you having to cancel your booking, so in the event that you cancel and are charged, then if we manage to resell your room then any additional charges, or proportion of, will be refunded.

Payment:

Any outstanding balance for bed and breakfast accommodation must be paid in full upon **arrival** by either credit / debit card or cash. Cheques are no longer accepted by The Rothesay.

Any incidental charges incurred during your stay, such as mini bar bills, must be paid for upon departure. In the event that you fail to pay any such incidental charges, it is a condition of your contract with The Rothesay that you irrevocably authorise The Rothesay to debit your credit or debit card for the full outstanding balance.

Swimming Pool and Sauna:

The Rothesay offers guests free exclusive use of its swimming pool and sauna. To get exclusivity, times must be booked in advance.

Children under the age of 16 must be supervised by an appropriate adult.

No food or drinks must be consumed within the pool area.

Anyone under the influence of alcohol or drugs will be prohibited from using the pool and sauna.

Swimming pool and sauna are used at guests own risk as no lifeguard is on duty.

Swimming pool is covered by a CCTV camera but is not monitored continually or recorded

Smoking:

In line with the change in UK legislation, The Rothesay operates a NO SMOKING policy within all interior areas of the hotel, including bedrooms, communal public areas and corridors. This includes hanging out of hotel bedroom windows and en-suites. For resident guests who do not comply with our NO SMOKING policy, a charge will be added to their bill to reflect the cost of cleaning all soft furnishings to remove the odour of tobacco. This charge will be £50.

Designated smoking areas have been allocated within The Rothesay grounds.

Thank you in anticipation of your co-operation with this no smoking policy

Behaviour:

The Rothesay reserves the right to judge acceptable levels of noise or behaviour of Clients, guests or representatives, who must take all steps for corrective action as requested by management. In the event of failure to comply with management requests, The Rothesay may terminate the booking or stop any event immediately without being liable for any refund or compensation.

External Purchases:

Only drinks purchased in The Rothesay may be consumed with the communal areas – this includes the function rooms, lounges, garden, patios and decked courtyard.

Take-away foods may be consumed within the hotel, but only in designated areas. The Rothesay will provide plates and cutlery for your convenience. Under no circumstances is take-away food to be consumed within the guest bedrooms.

Pets:

The Rothesay operates a strict no pets policy. Anyone found to have brought pets into their rooms will be asked to leave immediately without the Rothesay being liable for any refund or compensation.

Comments and Complaints:

Any comment or complaint regarding your stay should be brought to the attention of the management during your stay in order that the matter can be resolved immediately.

Statutory Requirements:

The Rothesay is subject to statutory controls, including those relating to fire, licensing, entertainment, health, hygiene and safety. These must be strictly observed by Clients, their guests and representatives.

Damage to The Rothesay Property:

Property, fixtures and fittings should be left in the same condition in which they were found upon checking in. We reserve the right to charge guests the cost of rectifying damage, caused by the deliberate, negligent or reckless act, omission, default or neglect of the Clients, their guests or sub-contractors to the hotel's property or structure. Should this damage come to light after the guest has departed, we reserve the right to make a charge to guest's credit / debit card, or send an invoice for the amount required to make good or remedy any such damage, to the registered address. We will however make every effort to keep any costs that the guest would incur to a minimum.

Liability:

Other than for death or personal injury caused by the negligence of The Rothesay, The Rothesay's liability to the Client is limited to the price of the booking.

Unless the Hotel is liable under the above clause, the Client indemnifies The Rothesay from and against any and all liability and any claims, proceedings or damages resulting or arising from the booking, event or function, the Client, guests or any outside contractors of the Client.

The Rothesay will not be liable for failure to perform to the extent that the failure is caused by any factor beyond its reasonable control.

The Rothesay does not accept responsibility whatsoever for damage to, or theft from, or theft of, vehicles parked on the hotel premises.

Third Party Liability:

The Rothesay does not accept any liability for services rendered by third parties to Clients notwithstanding that such services may be arranged by The Rothesay. Any claim, demand, charge, suit or damages which may be

incurred by the Clients or their guest (or any person claiming thereunder) shall be made directly with such third parties and The Rothesay shall render all reasonable assistance in this regard.

Insurance:

The client is recommended to have and is responsible for insurance to cover cancellation, curtailment, and loss of baggage, personal effects and money.