

# Hotel Hebrides & Kirklea Island Suites Terms and Conditions

## 1. Introduction

These are the terms and conditions that apply when a guest (you) makes a direct reservation at a Hotel Hebrides, Pier Road, Tarbert, Isle of Harris, UK, HS3 3DG and Kirklea Island Suites, Manse Road, Tarbert, Isle of Harris, UK, HS3 3DF (we/us). By direct we mean in person, over the phone via email or via our website.

You will be asked to confirm your acceptance of these terms and conditions when you make a reservation.

We reserve the right to amend these terms and conditions at any time and you should therefore check them each time you make a reservation. The terms and conditions applying to your reservation will be those in place on the date that you make your reservation.

## 2. Reservations

To reserve your room please call, email or follow the instructions on the website.

You must be at least 18 years old to make a reservation.

You will need to provide your credit or debit card details to secure your reservation. We accept: Visa, MasterCard Maestro and Electron to secure a reservation.

Account customers may secure their reservation giving their company name and/or account number.

Please check the details of your reservation are complete and accurate before you confirm your reservation. We will not be liable for any delay or non-performance if you provide us with incorrect information.

We will confirm our acceptance of your reservation by sending you an email to the email address that you provide during the reservation process. The contract between us for the provision of your room and any additional services added to your reservation will be formed when you receive this email confirmation from us.

If you think there is a mistake in your reservation or if you require any changes to a confirmed reservation, please [contact us](#) to discuss. For more information on cancellation, please see section 6 Cancellation & non-arrival conditions, below.

## 3. Group Reservations

**To make a booking of 6 rooms or more or for group booking terms and conditions** please email [groupstay@hotel-hebrides.com](mailto:groupstay@hotel-hebrides.com)

The prices shown online are for bookings of up to 5 rooms. Room rates may be different for group bookings (6 rooms or more) depending on the number of rooms booked.

## 4. Room Prices

Hotel Hebrides and Kirklea Island Suites adopt dynamic pricing and the price of our rooms fluctuates based on demand. When you make a reservation request, we will give you a total price for the rooms and number of nights you have requested. The price you pay is the price quoted to you at the time you make your reservation.

Room prices are per room, per night and are inclusive of VAT at the applicable rate at the time of your reservation. If the rate of VAT changes between the date of your reservation and the date of your stay, we may adjust the rate of VAT but the price you pay will remain the same.

Hotel Hebrides room prices all include complimentary breakfast. Kirklea Island Suites room prices are all self-catering basis. You may be able to add meals and other to your reservation during the booking process or they may be available to you during your stay. All meals and other extras are payable to Hotel Hebrides.

## 5. Paying for your room

Payment may be made by cash (with proof of identification), credit/debit card (Visa, MasterCard, Maestro and Electron). The expiry date of your debit/credit card must be later than the end of your stay. We do not accept personal cheques.

Rooms may be paid for by business cheque, however Hotel Hebrides or Kirklea Island Suites must receive all business cheques at least one week before the arrival date.

Vouchers are also accepted as payment. We do not give change from Vouchers.

## **6. Cancellation & non-arrival conditions**

Room bookings may be cancelled up to 72 hrs prior to arrival (e.g. for a stay arriving on Saturday, you can cancel until 11.59 pm UK time on the Tuesday, three days prior). If you cancel your reservation within the cancellation period, there will be no cancellation charge. A cancellation reference will be given and should be retained as proof of cancellation.

After the cancellation period, the whole reservation becomes fully non-refundable including any associated meals and/or additional extras. Such cancellation charge is to compensate the hotel for the late cancellation and is not for any service.

Though we do not usually take any pre-payments, any deposits/pre-payments guests choose to make will only be returned in accordance with the following conditions;

- Cancellation made more than 72 hrs in advance of arrival date = Full deposit refund, no cancellation charge due
- Cancellation made 72 hrs or less in advance of arrival date = No refund issued, the full amount of booking due

Non-arrival guests, who are unable to attend or fail to attend for whatever reason forfeit any deposit paid and the full amount of the booking will be due.

You may wish to take out room cancellation insurance in case you need to cancel your reservation. Guests who need to cancel a booking should contact us as soon as possible.

## **7. Arrival and departure**

Rooms are available from 3 pm on the arrival date. Please let us know if you are likely to arrive after 10pm.

Guests may be asked to provide proof of identity and nationality upon check-in. All guest will complete a registration form.

Rooms must be vacated by 11 am on the day of departure. Unless a late check-out has been requested by the guest and confirmed with Reception. Failure to leave your room by this time may result in a late check-out charge.

Guests needing to leave before 7am should settle any room charges the day prior to departure and pre-order their packed breakfast by 12 noon the day prior to departure.

## **8. Wi-Fi Fair & Appropriate Usage Policy**

Where Wi-Fi Internet access is provided, guests accept to use this access to the Internet fairly and appropriately. We may monitor network performance and user usage in order to maintain a fair and high level of service to all our guests.

The Internet access provided is intended for general use such as access to the world wide web, email, messaging, social media, light video / music / media streaming. It is not intended or ideally suited for heavy media streaming, online gaming, extensive downloads / uploads. Access to illegal activity or use of our network for illegal activity is not prohibited and will be reported to local authorities.

## **9. Damages & Lost Property**

We reserve the right to charge the lead guest for any damages caused through the course of a booking by any member of the booking party. This includes breakages, spillages, stains, damage to furniture or fixtures and fittings. Any accidental damages should be reported as soon as possible in order to minimise damage and associated costs. Lost keys / fobs / access cards will incur a replacement charge per key / fob / card lost.

Any lost property, if discovered and found, left behind by guests during a stay will be held for a period of 1 month. While we will make our best efforts to reunite lost property with their owners, we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belonging before checking out. We may offer to post lost items via recorded delivery at the cost of the guest, otherwise collection can be arranged.

## **10. Smoking**

Smoking of any tobacco products including, but not limited to cigarettes, pipes, cigars, snuff or chewing tobacco, is only allowed in designated areas as sign posted throughout the accommodation and is in accordance with the Health Act 2006.

Smoking in your bedroom will incur a charge equal to 1 nights' accommodation at the full rate for your room, for the cleaning/airing and potential out of use status.

### **11. Pets & Service Dogs**

We do not accept pets throughout the accommodation, except for service dogs.

### **12. Parking**

On-site parking is provided for Kirklea Island Suites. Guests accept that they park their vehicles at their own risk.

There is a free public car park available across from the Hotel should guests require this during their stay. As it is a public car park Hotel Hebrides and Kirklea Island Suites accept no liability for any loss or damage.

### **13. Your Personal Details & Privacy**

We are required to keep a register of guests over the age of 16 who stay with us, this includes full names and nationality, and/or passport numbers, place of issue, details of next destination if they are non-British, Irish or Commonwealth guests. This is in accordance with the (Immigration (Hotel records) Order 1972). These records are kept for a minimum of 12 months and in accordance with the DPA (Data Protection Act 1998) and the GDPR (General Data Protection Regulation) [which comes into force in May 2018].

You accept that any entries you make to an on-site guest book, if available, will not contain personal information or details you would not want disclosed. Any entries containing personal details that may fall into the DPA and GDPR may be removed and destroyed.

### **14. Our right to cancellation**

We reserve the right to cancel any booking without compensation, refund or reimbursement if the terms of these conditions are breached. In the rare event we need to cancel your booking with us, please be aware that we cannot be held liable for circumstances beyond our control and that our liability to you is limited to the refund of any payment already made.