



**Updated: 11/04/2021**

## **Hotel Terms & Conditions**

### **All Bookings**

The Terms and Conditions detailed below apply to all bookings whether made online at Bayswell Park Hotel and Restaurant or made by telephone or in person. All rates are subject to availability, all bookings are taken at the discretion of Bayswell Park Hotel and Restaurant. The Hotel has a minimum age requirement of 18 years old for booking a Hotel room. If you arrive at the Hotel and are under 18 years of age, you will not be permitted to stay alone. We may require a photo ID as proof of age. Please be advised that we reserve the right to amend these terms and conditions at any time. Any such changes will take effect when posted on the website (see date at the top). It is your responsibility to read the terms and conditions. You will be asked to confirm your acceptance of these terms and conditions before confirming your reservation.

### **Payment**

You will be asked to guarantee your booking with a debit or credit card including your 3 digit security code. We accept MasterCard, Visa, and America Express. A full non-refundable, non-transferable payment is required for promotional, seasonal, and advance purchase rates at the time of booking.

**Please note:** If pre-payment is not required, then full payment is taken 5 days prior to check-in. If you have booked more than **3 rooms**, then full payment is required at the time of booking as your rooms are considered as a group booking (see policy for group booking below).

### **Room Rates**

All rates quoted are per room per night, are subject to availability, and include Full Scottish Breakfast for up to 2 adults, Tax (VAT) & Services. Special rates quoted cannot be used in conjunction with any other discount, offer, or promotion.

Only **3 rooms** maximum can be booked under the Flexible rate. Any booking comprising of **4 or more rooms** is treated as a group booking.

### **Cancellation Policy and No Show**

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

For rates marked as “**Flexible Rate**” - These are cancellable without charge up until 5 days before check-in. Full payment will be taken 5 days prior to check-in to the debit or credit card supplied at the time of booking. Late cancellation and non-arrival charges apply after the relevant time. We reserve the right to use the payment for the accommodation per room booked if the above cancellation requirements are not met.

For rates marked “**Non Refundable**” - We require full prepayment for the entire stay at the time of the booking and this is non-refundable and the booking is non-changeable. 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.

### **Group Booking Policy**

Group booking consists of a booking requiring 4 rooms or more. All group bookings fall under the non-refundable policy. 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.

## Special Events Policy

Bookings that fall on dates where specified as a special event will require full prepayment for the stay. Below dates are listed as Special Events. The list will be updated from time to time.

December 23, 2020 to January 1, 2021 - Christmas and New Year  
August 6, 2021 to August 30, 2021 - Edinburgh Fringe Festival  
December 23, 2021 to January 1, 2022 - Christmas and New Year

## Children's Policy

To accommodate a family (2 adults and 1 child under 12 years old), you will need to book one of the Family Rooms which has a double bed and a sofa bed suitable only for 1 child under 12 years old. Children aged 12 years old and under stay and eat free for breakfast when booking a Family Room. This room can only accommodate a maximum of 3 people. Should you require a cot instead of the sofa bed, please ask at the time of booking.

## Car Parking

Although we have ample complimentary car parking available on site, this is subject to availability. Your room booking does not guarantee a parking space and if you find the car park is full, you will be given directions to the nearest alternative site. Parking your car is entirely at your own risk and we cannot accept any responsibility whatsoever for theft or damage to your vehicle or other property howsoever caused.

**In general, as is standard throughout the hospitality sector, Bayswell Park Hotel and Restaurant cannot accept any liability for any theft, loss, damage or breakage to guests' property howsoever caused.**

## Check In and Check Out

Check in is from 3PM and check out is 11AM. Reception is manned between 7:30AM and 9:30PM. If you plan to arrive after 9:00PM, please advise Reception. Failure to notify of late arrival may result in your room being resold, and our cancellation terms will apply.

## Gift Vouchers

Gift vouchers may be exchanged for goods or services at Bayswell Hotel and Restaurant. Vouchers may be exchanged for goods or services of a higher value on payment of the difference. Vouchers cannot be exchanged for cash. No photocopies accepted. Vouchers are to be redeemed at the Hotel. Vouchers cannot be replaced if lost or stolen. Vouchers are only valid for 12 months from the date of issue.

## Dog Policy

As our guest, you are welcome to bring your dog into the grounds and your dog is welcome to join you in the drinks lounge providing that they are well-behaved. For the comfort of other guests, we ask that you keep your dog on a lead and under control at all times. Dogs must not be left unattended.

Our Hot Tub suites on the ground floor are suitable for dogs as each has an enclosed terrace making them perfect for your four-legged friends. A cleaning charge of £30 will be incurred per room to account for a deep clean of the Hotel room following check out. Guide dogs, assistance dogs, and hearing dogs are exempt from this charge. There is a maximum of 2 small/medium or 1 large dog(s) per room allowed. Please contact the Reception prior to booking to confirm a suitable room is available.

## Smoking Policy

Bayswell Park Hotel and Restaurant is a smoke-free property and a penalty fee of £200.00 will be strictly applied if you are caught, or suspected, of smoking or attempting to smoke within the property (bedrooms and/or public areas). Smoking includes cigarettes, cigars, pipes, smoke-free cigarettes, e-cigs, and vapour cigs.

A strict no drugs policy is held by the Hotel in line with the law, anyone in possession of narcotics will be reported to the local authority.

Anyone carrying medicines must use them as directed and guests are expected to dispose of any unused medicines in the appropriate manner. Any sharps produced by a guest must be disposed of in a sharps bin carried by the guest or within the Hotel sharps bin (produced on request).

### **Breakage/Damage Policy**

We reserve the right and you hereby authorise us to charge your debit or credit card for any damage incurred to your room or the Hotel during your stay or for any items that are missing when you leave.

### **Promotions and Reader Offers**

All promotions or reader offers will be based on two guests, sharing a double or twin bedroom. Bayswell Park Hotel and Restaurant allocates a limited number of bedrooms to these promotional offers and once the allocation has gone, you will be offered the next best available price. These offers are valid on new bookings only and cannot be used in conjunction with any other discount, offer, or promotion. The same children's policy applies to all promotional bookings. The usual single occupancy and upgrade supplements apply.

### **Cancellation by Bayswell Park Hotel and Restaurant**

Very occasionally, we may have to cancel your booking. We will tell you as soon as possible and offer you alternative accommodation of the same standard, or higher, or offer a full refund. We regret we cannot pay compensation or any reimbursement of any expenses or costs you may incur as a result of any such cancellation or change.

### **Force Majeure**

Bayswell Park Hotel and Restaurant cannot accept responsibility or pay any compensation where the performance or prompt performance of the contract is prevented or affected by reason of circumstances which amount to "force majeure". Circumstances amounting to "force majeure" include any event which we could not, even with all due care, foresee or avoid. Such circumstances include the destruction or damage of your accommodation (which cannot reasonably be remedied to a satisfactory standard before the start of your stay) through fire, flood, explosion, storm or other weather damage, break-in, criminal damage, riots or civil strife, industrial action, natural or nuclear disaster, adverse weather conditions, war or threat of war, actual or threatened terrorist activity, epidemic and all similar situations beyond our control.

### **Guest Feedback and Complaints**

We welcome all kinds of guest feedback. We request our guests to speak with the Hotel's duty manager in the first instance in order to resolve your concern. If you are unable to do so, please address your comments to [manager@bayswell.com](mailto:manager@bayswell.com) and we aim to resolve your concern in 5 working days.

### **Guest Behaviour**

Guests are requested to conduct themselves appropriately at all times and to comply with the Hotel's 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 smooth running 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 shall have no obligation to refund you for lost accommodation, other services or any other loss or expense incurred.

Bayswell Park Hotel and Restaurant makes every attempt to ensure that information supplied on [www.bayswellparkhotel.com](http://www.bayswellparkhotel.com) and our booking site is up to date, but cannot guarantee the accuracy of information or availability of bookings.

We will be delighted to welcome you to the Hotel and very much look forward to contending for the best possible service. The basis of this document is contractual, under the legal jurisdiction of Scotland, between all guests, whether paying or non-paying, and Dunbar Bayswell Limited (Bayswell Park Hotel and Restaurant), herein also referred to as 'We', 'Hotel', or 'Our'.