



1. Introduction

These are the terms and conditions that apply when you reserve a room at Parklands Hotel and Country Club using one of our direct channels (such as our website, mobile site, telephone or in person).

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.

Additional terms apply to your use of our digital channels whether or not you make a reservation through them. These are published on the relevant digital channel.

2. Reservations

To reserve your room please follow the instructions on the website, mobile site or telephone (as applicable).

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

When you make a reservation at Parklands Hotel and Country Club, you are confirming that you are adhering to and will adhere to any and all restrictions as required by Scottish Government.

You will need to provide your credit or debit card details to secure your reservation. Parklands Hotel and Country Club accepts Visa or MasterCard to secure a reservation.

Parklands Hotel and Country Club Business customers may also secure their reservation using their pre agreed method such as official email or PO Number.

Please check that 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.

Please contact us to discuss if you think that there is a mistake in your reservation or if you require any changes to a confirmed reservation. For more information on cancellation, please see section 10 Cancellation, below.

3. Group Reservations

Group Bookings – Between 5 and 9 Rooms, call our Reservations team on 0141 639 9222 or email reservations@parklandscountryclub.co.uk

Group Bookings - 10 rooms or more, please email your request to hotel@parklandscountryclub.co.uk

The prices shown online are for bookings of up to 4 rooms. Room rates may be different for group bookings (5 rooms or more) depending on the number of rooms booked. Our reservations agents are unable to book Advance Purchase rates, as these are only available for individual rooms.

4. Room Prices

Parklands Hotel and Country Club adopts dynamic pricing and the price of our rooms fluctuates based on demand. When you make a reservation request, we'll give you a total price for the rooms and number of nights you've 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.

Meals and other extras are not included in the room price but you may be able to add them to your reservation during the booking process or they may be available to you during your stay. You may pay for breakfast and selected extras at the same time as paying for your room. If you have breakfast and selected extras as part of your reservation and 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. All other meals and extras must be paid for separately.

Rack: If you book a Rack rate you may choose whether to pay for your room in full at the time of booking or to pay on arrival. Please see section 10 Cancellation for full rate restrictions.

Advance (AP): Advance Purchase is a more restricted rate that may be offered subject to availability and often is offered at a discounted or promotional rate. Payment in full is required for all Advance Purchase bookings at the time of booking. Please see section 10 Cancellation for full rate restrictions.

5. Occupancy

The maximum room occupancy is two adults. Some rooms have sofa beds available in the room and these can be requested, the occupancy for these rooms is two adults and one child (aged 14 years old or under). You must not exceed the maximum occupancy for the room allocated to you. We reserve the right to conduct checks on occupancy. Occupancy is not transferable.

Guests under 18 are not permitted to stay in Parklands Hotel and Country Club unless a parent or guardian is also staying in the hotel. We reserve the right to request valid photographic proof of identity and age, so please bring this with you otherwise where requested you will not be permitted to stay.

6. Accessibility

Parklands Hotel and Country Club has rooms which are specially adapted for customers with disabilities. For more information please email reservations@parklandscountryclub.co.uk.

7. Special Requests

Although Parklands Hotel and Country Club will try to accommodate special requests, all rooms are subject to availability.

8. Meals

Meals are not included in the room price unless otherwise stated such as Bed and Breakfast (BB) or Dinner, Bed and Breakfast (DBB) rates.

You may add breakfast and/or a meal deal (where available) when you make your reservation.

The meal deal is available for adults only and includes a £20 credit per adult which can be used within Michaels Bar and Bistro or room service. This also applies to Dinner inclusive rates.

9. Paying for your room

If you have not paid for your room and any extras added to your booking in full at the time you make your reservation, you will need to pay on arrival.

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

Parklands Gift Vouchers will not be accepted as payment for Advanced Purchase room bookings or where Rack Rate stays are paid for in advance of arrival.

We do not give change from Parklands Vouchers and Parklands Vouchers cannot be used in conjunction with bookings made via a third party. The Parklands Voucher terms and conditions apply.

If you are making a Parklands Voucher Booking, you will need to quote your voucher number at the time of booking. You will also need to present your voucher on check-in to validate your voucher. All reservations are subject to availability and a valid credit or debit card will also be required to guarantee your booking.

10. Cancellation

Your right to cancel;

Rack rate room bookings may be cancelled before 3pm United Kingdom (UK) time 2 days prior to your arrival date. If you cancel your reservation before 3pm 2 days prior to arrival and have paid for the room in advance by debit/credit card, a full refund will be processed to the same debit/credit card normally before 10am the next working day though it may take a few days for the funds to reach your account. A cancellation reference will be given and should be retained as proof of cancellation.

If you cancel a reservation after 3pm UK time 2 days prior to arrival (including any "no show") and have not already paid for the room in advance you will be charged a cancellation charge equivalent to one night's total accommodation per room booked and for any meals and other extras booked for the first night of your stay (for example dinner, breakfast (the following morning) and room extras (as applicable)). A cancellation reference will be given and should be retained as proof of cancellation. Such cancellation charge is to compensate the hotel for the late cancellation and is not for any service.

If you decide to shorten your stay you must inform reception by 11am UK time on the day you wish to check out. Otherwise you will be charged a cancellation charge equivalent to one night's total accommodation per room booked and for any meals and other extras booked for the following day. Such cancellation charge is to compensate the hotel for the late cancellation and is not for any service.

The first night of any booking made after 3pm UK time 2 days prior to arrival and the cost of any meals and other extras booked for the following day is non-refundable in the event of a cancellation (including any "no show").

Advanced Purchase (AP) rate room bookings may be cancelled (i) within 1 hours of making a booking, or (ii) before 12 noon on the day of arrival where a booking is made less than 24 hours prior to this. If you cancel your reservation within the cancellation period, a full refund will usually be processed to the same debit/credit card the next working day, however it may take a few days for the funds to reach your account. A cancellation reference will be given and should be retained as proof of cancellation. For the avoidance of doubt, the room(s), any associated meals and/or other additional extras cannot be cancelled, amended or refunded after the cancellation period (including any “no shows”), although additional meals or extras may still be added. Such cancellation charge is to compensate the hotel for the late cancellation and is not for any service.

You may wish to take out room cancellation insurance or travel insurance in case you need to cancel your reservation.

You are not entitled to cancel or withdraw from your reservation under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

If you've made a group booking, our cancellation terms will be communicated to you at the proposal stage and any booking will be deemed as your acceptance of these terms.

Our right to cancel;

Your breach

We may cancel your reservation at any time with immediate effect by giving you written notice (which includes email) if:

you do not pay us when you are required to do so; or
you break the contract between us in any way.

If we cancel your reservation where you are at fault, we reserve our legal rights in respect of your breach of contract. Where your stay had/has not yet commenced, the total payment made or to be made by you for such room shall be deemed a cancellation charge and is not for any service.

Events outside our control;

We may also cancel your reservation if an event outside of our control (including industrial action, explosion, outbreak of disease, health and safety issues, fire, flooding, and failure of power and/or water supplies or emergency evacuation) means that we are unable to make your room available to you. In this case we will contact you to let you know as soon as possible and:

if you have already paid for your room, we will refund your payment to you; or

if you have not yet paid for your room, you will not have to make any payment to us.

Save as set out above, we will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations that is caused by an event outside of our control.

This does not affect your statutory rights.

11. Arrival and departure

Rooms are available from 4pm on the arrival date. Please let our reservations team know if you are likely to arrive after 11pm.

Guests will be asked to provide proof of identity and nationality upon check-in. Overseas guests, excluding Republic of Ireland and Commonwealth citizens, will be asked to complete a registration form and provide their identity card / passport details. Acceptable forms of identification are: a passport, driving licence, ID card or police warrant card.

Rooms must be vacated by 11am on the day of departure. Failure to leave your room by this time may result in a late check-out charge of £10 per hour or part-hour.

12. Parklands Hotel and Country Club expectations of you (and your group)

You must not:

smoke anywhere inside Parklands Hotel and Country Club. This includes the smoking of e-cigarettes. Permitted smoking areas will be identified on site. Smoking on Parklands premises outside of the designated smoking area will result in a £250 fine;

cause any health and safety hazard to any of our team members or any of our guests;

bring any pets onto Parklands premises, with the exception of assistance dogs (subject to approval of Hotel Manager);

bring any outside catering onto the premises, this includes but is not limited to pizza, fast foods or hot meals

bring any potentially dangerous or hazardous materials or equipment onto Parklands premises;

use any electrical appliances that may set off the fire alarm system, such as toasters, mini cookers or portable grills;

tamper with any fire alarms or emergency equipment;

utilise Parklands Hotel or Country Club rooms to store items (personal or otherwise) which could in the sole opinion of Parklands cause damage to the room, or be a risk to the health and safety of staff or property;

prevent Parklands management, housekeeping and/or maintenance staff from access to your Parklands room(s) as and when required by Parklands, with housekeeping permitted full access at least once every two days;

remove, damage or destroy any Parklands property;

use any of the technology provided by Parklands to download or access any unlawful or obscene material; or cause unreasonable disturbance to our other guests or any Parklands staff.

COVID-19 (also referred to as Coronavirus): you must immediately notify us to the extent you or anyone staying with you (or on your reservation) is (i) self-isolating or (ii) should be self-isolating pursuant to Government guidelines. In any event, Parklands reserves the right to cancel any reservations (before or during the stay) to the extent it is for self-isolation.

If you or your group cause damage or loss of any kind to the hotel, other guests or their property, you (as the person making the booking) will be responsible for that damage or loss and you shall be liable to pay to Parklands on demand the amount required to make good or remedy such damage or loss.

You and the members of your group must not resell or transfer your reservation (or any part of it) nor advertise, market or otherwise offer any Parklands room for sale either on its own or as part of a combined offer. Parklands will not honour any reservations made in this way and does not accept any liability for doing so. If you are a Tour Operator and wish to book rooms at Parklands Hotel and Country Club you should contact hotel@parklandscountryclub.co.uk.

If you or your group cause damage to the hotel, other guests or their property, or otherwise breach any of these terms and conditions, Parklands Hotel and Country Club reserves the right to:

- cancel your reservation with immediate effect and (if appropriate) eject you from Parklands premises;
- cancel key cards;
- restrict access to the hotel;
- remove your items from the room and hotel, disposing of such items (at no cost and no liability) to a local charity to the extent such items are not collected from us within 7 days of removal;
- retain all sums paid by you and/or charge you the full amount of your reservation; and/or
- refuse future reservations from you and/or refuse you entry or accommodation at any of our hotels.

Parklands will not be liable for any refund or compensation in such circumstances.

Parklands Hotel and Country Club reserves the right to decline or cancel reservations made and stays in progress by those who have previously breached these terms and conditions (as may be updated from time to time), whether the reservation is in that name or not.

13. General

We reserve the right to:

- change your room allocation and/or hotel location at any point during your stay for any reason; or
- cancel any booking(s) due to health and safety concerns or full or partial closure of the hotel. In the event we have to cancel your booking(s) we will attempt to notify you and a full refund will be processed to the same debit/credit card, though it may take a few days for the funds to reach your account.

14. Your information

We keep your personal data safe and secure. Full details about how we use your data are set out in our Privacy Notice which can be requested from hotel@parklandscountryclub.co.uk. Similar to other commercial websites, this website and the System utilises a standard technology called cookies and web server logs to collect information about how the website and/or the System is used and how to improve them. Further details can be found in our Cookie Notice. By providing information about you and your booking group (as outlined in the Privacy Notice) when making a reservation, you consent (on your behalf and on behalf of each member of your group) to such processing and you warrant that all information provided by you is accurate.

15. The contract

This contract formed when we confirm your reservation is between you and us. No other person shall have any rights to enforce any of its terms, whether under the Contracts (Rights of Third Parties Act) 1999 or otherwise.

Your rights

If you are a non-business customer you have certain rights under consumer protection legislation. Nothing in these terms and conditions is intended to affect those rights.

Our liability

We accept liability for death and personal injury arising from our negligence or that of our employees and agents. We do not seek to exclude our liability for fraudulent misrepresentation by us or our employees or agents.

We do not accept liability for failure to meet any of our obligations where such failure is due to events beyond our reasonable control.

If we breach these terms and conditions for reasons within our control we shall only be liable for losses that are direct losses and a reasonably foreseeable consequence of such breach.

Save as prohibited by applicable law, we shall not be liable whether in contract, tort (including negligence) or for breach of statutory duty, or in any other way, for any indirect or consequential losses including:

- loss of income, sales or revenue;
- loss of business;
- business interruption;
- loss of profits or contracts;
- loss of anticipated savings;
- loss of data;
- loss of reputation and/or goodwill; or
- wasted management or office time.

Where we are liable to you (save as prohibited by applicable law) our maximum liability to you whether in contract, tort (including negligence) or for breach of statutory duty shall in no event exceed the price of your reservation unless the Hotel Proprietor's Act 1956 applies, in which case our liability will be limited to the maximum prescribed under that Act.



Applicable law

These terms and conditions, their subject matter and formation (and any non-contractual disputes or claims) are governed by and construed in accordance with Scottish law.

If you are a consumer you and we both agree that the courts of Scotland will have non-exclusive jurisdiction over any claim arising from, or related to, your reservation and/or stay at Parklands Hotel and Country Club. We retain the right to bring proceedings against you for breach of these terms and conditions in your country of residence or any other relevant country. If you are a resident of Northern Ireland you may also bring proceedings in Northern Ireland, and if you are resident of England or Wales, you may also bring proceedings in England or Wales.

If you are making a business reservation, you and we agree that the courts of Scotland will have exclusive jurisdiction over any claim arising from, or related to your reservation and/or stay at Parklands Hotel and Country Club.

Severability

If any part of these terms and conditions is deemed invalid, illegal or for any reason unenforceable then that part will be deemed deleted and will not affect the validity and enforceability of the remaining parts. Any failure by us to enforce our rights or remedies under these terms and conditions or otherwise shall not be construed as a waiver by us of those or any other rights or remedies.

All rights not expressly granted in these terms and conditions are reserved.

Contact us

If you require further information or have any questions regarding our website or these terms and conditions, then please contact our Hotel Manager on 0141 639 9222 or hotel@parklandscountryclub.co.uk.