



THE WATCHMAN

Last updated on 06/05/2021

THE WATCHMAN HOTEL RESERVATION TERMS AND CONDITIONS

Room Reservations

Room reservations can be made online via the website, by calling us on +44 (0)1620 842299, or by emailing contact@watchmanhotel.co.uk. All room rates detailed over the phone or online are per room per night including VAT and are subject to availability. Bed and breakfast rates include breakfast per guest.

The guest will receive a booking confirmation by email upon completion of the reservation. A reservation number will be provided on the booking confirmation and can be used as a reference when contacting the Hotel.

Any booking comprising of 4 or more rooms is treated as a group booking - see the applicable sections of this document.

Rooms must be occupied by at least one individual who is aged 18 years or over.

Payment and Pre-authorisation

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

Rate Plans, Changes, Cancellations and No Shows

In case of no show, 100% of the cost of stay will be charged.

Free rescheduling of a reservation will be permitted in a 12 month window, in the event COVID restrictions impact the booking – these changes are allowed up to 24 hours prior to check in.

We recommend that you hold suitable travel insurance in case you need to cancel due to unforeseen events and a cancellation charge becomes due. Should you require to cancel your reservation, please contact the hotel as soon as possible.

Advance Purchase Rate

Advance Purchase Rates are fully pre-paid at time of reservation and are non-refundable and non-transferable in the event of cancellation. Should a guest cancel, we reserve the right to retain the full reservation rate already paid; per room, per night.

Standard Rate

A 25% non-refundable deposit is needed and the remaining balance is to be paid 7 days prior to check-in. Guests have up to seven calendar days prior to their arrival check in time as detailed in the booking confirmation to amend or cancel their reservation (less deposit). Should a guest cancel within seven days of their arrival date, we reserve the right to charge the full reservation rate; per room, per night.

Fully Flexible Rate

Guests have up to three days prior to their arrival check in time as detailed in the booking confirmation to amend or cancel their reservation without charge. Should a guest cancel within three days of their arrival date, we reserve the right to charge the full reservation rate; per room, per night.

Group Booking Terms

Upon booking a group of four or more rooms, a non-refundable deposit of 25% of the total accommodation cost is payable. A further 25% is payable 60 days prior to the guests arrival with the balance to be settled no less than 30 days prior to the group's arrival. Amendments to the group booking made up to 30 days prior to arrival will be made free of any penalty. Cancellations made up to 30 days prior to arrival will result in refund of the payments made except the non-refundable deposit. Any cancellations made to the group booking within 30 days of the arrival date are non-refundable and amendments may be subject to penalties.

Hotel Check-In and Check-Out Time

Check-in is from 2:30pm and check-out before 11am local time.

Early check-in and late check-out requests are subject to availability and may incur a cost. If you would like immediate access to your room, we recommend reserving a room for the previous night to guarantee immediate access.

We are happy to store any luggage, free of charge, prior to check in on the day of your arrival and after check-out on the day of your departure.

Extending a Reservation

If you would like to extend your stay, we will do our best to accommodate. However, this is subject to room availability and varying rate values for the additional date(s) and may result in a new reservation.

Family Bookings

Children under the age of 12 years old stay free if no extra bed is required. Please ensure that you enter the correct occupancy details (i.e. 2 adults, 1 child) when checking availability on the website.

Some of the rooms can accommodate one extra bed suitable for a family of 3 (2 adults and 1 child under 12 years old). If you require an extra bed, there's a nightly supplement of £50 per room which will be added to the booking. Please contact the hotel to ensure the extra bed is included in the reservation.

Should you require a cot, please contact the hotel directly to ensure availability of travel cots.

Policy for Dogs

As our guest, you are welcome to bring your dog into the grounds and your dog is welcome to join you in the bar providing 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.

We have one ground floor accessible room, where assistance dogs are most welcome and we have three other dog friendly rooms upstairs. A pet fee of £20 per night will be incurred per room to account for a deep clean of the room following check out. This includes guide dogs, assistance dogs, and hearing dogs. There is a maximum of 2 small or 1 large dog(s) per room allowed. Please contact the hotel prior to booking to confirm if a suitable room is available.

Gift Vouchers

Gift vouchers may be exchanged for goods or services at The Watchman Hotel. 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.

Damage to Hotel Property

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.

Guests' Personal Belongings

The hotel is not responsible for any lost, damaged, or stolen personal items. Should any guests lose or leave personal belongings, if recovered, they will be securely stored for 30 days, after which they will be discarded. Items will be shipped back upon guest request and at the guest's own expense.

Car Parking

We have complimentary car parking available on site subject to availability. Your room booking does not guarantee a parking space. If you find the car park is full, you can park near the hotel in the available on street parking. 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, The Watchman Hotel cannot accept any liability for any theft, loss, damage or breakage to guests' property howsoever caused.

Smoke Free Policy

The Watchman Hotel 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 (including rooms and/or public areas).

Smoking includes cigarettes, cigars, pipes, smoke-free cigarettes, e-cigs, and vapour cigs. This will be charged to the credit or debit card used to pay for the reservation, or the credit or debit card used to pre-authorise upon check in.

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

Electrical Equipment

The declared voltage and tolerable electricity supply is 230 volts -6% and +10% within the UK. Guests are responsible for ensuring their own equipment is safe to use and accept responsibility for any damages to the hotel resulting from a faulty device being connected to the hotel mains supply.

The hotel has a number of plug converters for guest emergency use. Please note the plug converters do not change the voltage.

Cancellation by The Watchman Hotel

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

The Watchman Hotel 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 Complaint

We welcome all kinds of guest feedback. We request our guests to speak with the Duty Manager in the first instance in order to resolve your concern. If you are unable to do so, please address your comments to contact@watchmanhotel.co.uk 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 we shall have no obligation to refund you for lost accommodation, other services or any other loss or expense incurred.

CCTV Cameras

CCTV cameras are fitted throughout the hotel and are recording 24 hours per day for the purposes of safety. By entering the premises, guest agree to be filmed using our CCTV equipment.

Management Rights

We reserve the right to request any guest to vacate his/her room or other areas of the Hotel, without providing any reason, and the guest shall be bound to vacate when requested to do so.

Accuracy of Information Provided

The Watchman Hotel makes every attempt to ensure that information supplied on watchmanhotel.co.uk and our booking site is up to date, however cannot guarantee the accuracy of information or availability of bookings.

Legal Basis

Watchman Inns Limited ('We', 'Our', 'Us', 'The Watchman Hotel', 'Hotel') is registered in Scotland under registered number SC679160 and have our registered office at 8 St Ann's Place, Haddington, East Lothian EH41 4BS. Our main trading address is The Watchman Hotel, East Links Road, Gullane EH31 2AF. Our VAT number is GB370 4823 02.

The basis of this document is contractual, under the legal jurisdiction of Scotland, between all guests, whether paying or non-paying, and Watchman Inns Limited.

The Bottom Line

We look forward to welcoming you at The Watchman Hotel.