



Summergrove Halls – booking terms and conditions

These are the terms and conditions that apply when you reserve a room at Summergrove Halls.

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.

Reservations

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

Credit or debit card details are required to secure your reservation.

Please check that the details of your reservation are complete and accurate before you confirm your reservation. We will not accept liability for any service failure 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. This then forms the contract between us for the provision of your room and any additional services added to your reservation.

If you think that there is a mistake in your reservation or if you require any changes to a confirmed reservation, please contact us.

Room prices

Room prices are per room, per night and are inclusive of VAT at the applicable rate at the time of your reservation.

Under 18's are not permitted to stay at Summergrove Halls unless a parent or guardian is also staying in the hotel or unless a parental written guarantee is provided.

Meals are not included in the room price unless specifically stated e.g. Bed and Breakfast rate.

Car parking is provided free of charge to hotel guests if they register their vehicle at reception on the parking kiosk app. Summergrove Halls is not responsible for any penalty charges a guest may receive if they fail to follow instructions on parking notices and signs.

Paying for your room

Payment for the whole of your booking will be taken on arrival and all extras must be paid for prior to departure.

Payment may be made by cash or credit/debit card (Visa or MasterCard) We do not accept personal cheques.

Summergrove Halls reserves the right to add late payment compensation and interest to unpaid bills.

Cancellation

You may cancel a booking and we will make no charge if you give more than 48 hours' notice. If you cancel within 24 hours of the date of your arrival, then the full amount will be charged.

We will only make refunds to the payment card that you used to make the booking. We will normally credit refunds to your card within 2 working days.

If you decide to shorten your stay you must inform reception by 11 am 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.

Group booking cancellation terms

For group bookings of 6 or more rooms, our cancellation terms are as follows:

Full payment is required 14 days before arrival. No cancellation charge will be made if you cancel before this time. Any cancellations within this time will incur a 50% charge unless less than 24 hours' notice is given when 100% will be charged.

Our right to cancel

We may cancel your reservation at any time with immediate effect if:

- you do not pay us when you are required to do so; or
- you breach the contract between us in any way; or
- you have previously breached the contract between us in any way

We may also cancel your reservation if an event outside of our control (such as outbreak of disease, health and safety issues, fire, flooding, power/water supplies failure etc.) 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.

Arrival and Departure

Guests may check in from 2pm and must check out by 11am. Late check outs may be available at an extra charge.

Overseas guests, excluding Republic of Ireland and Commonwealth citizens, will be asked to complete a registration form and provide their identity card/passport details.

Guest behaviour Guests must not: be threatening or abusive to any of our team or fellow

guests before, during or after your stay

smoke anywhere inside the premises - this includes the smoking of e-cigarettes. Designated smoking areas are provided around the hotel cause any health and safety hazard to any of our team members or any of our guests

allow any pets to cause a disturbance or damage bring any potentially dangerous or hazardous materials or equipment onto the premises

use any electrical appliances that may set off the fire alarm system, such as toasters, mini cookers or portable grills remove, damage or destroy any property belonging to the hotel

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 the amount required to make good or remedy such damage or loss.

General

We reserve the right to: change your room allocation at any point during your stay for any reasonable cause

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.

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.

Where we are liable to you (save as prohibited by applicable law) our maximum liability to you 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.

Privacy Policy



We want to provide you with the best possible service, but we also believe that personal information is private.

Summervale Halls Ltd is committed to preserving the privacy of all visitors to our website at www.summervalehalls.co.uk and on our reservations system and complying with the GDPR.

By booking accommodation, conferencing or other services you consent to the collection, use and transfer of your information under the terms of this policy.

Information that we collect from you:

When you visit, register or order products or services you may be asked to provide certain information about yourself including your name, address, contact details and credit or debit card information.

We may also collect information about your usage of our website as well as information about you from messages you post to the website, social media and e-mails or letters you send to us.

We collect information on the basis of Legitimate Interest as we believe this is the most appropriate basis. We have conducted a legitimate interest assessment (LIA) and recorded our findings.

We only use data in ways that you would reasonable expect.

Use of your Information:

Your information will enable us to provide you with access to all parts of our website and to supply the goods or services you have requested. It will also enable us to bill you and to contact you where necessary concerning your orders. We will also use and analyse the information we collect so that we can administer, support, improve and develop our business.

In particular, we may use your information to contact you for your views on our services and to notify you occasionally about important changes or developments at Summergrove. Further, where you have consented, we might also use your information to let you know by email about other products and services which we offer which may be of interest to you. If you change your mind about being contacted in the future, please let us know.

Disclosure of your Information:

The information you provide to us may be accessed by or given to third parties some of whom may be located outside the European Economic Area who act for us for the purposes set out in this policy or for other purposes approved by you. Those parties process information, fulfil and deliver orders, process credit card payments and provide support services on our behalf. We may also pass aggregate information on the usage of our website to third parties but this will not include information that can be used to identify you.

Countries outside the European Economic Area do not always have strong data protection laws. However, we will always take steps to ensure that your information is used by third parties in accordance with this policy.

Unless required or permitted to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

Security and Data Retention:

We employ security measures to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage. We will retain your information for a reasonable period or as long as the law requires.

Use of cookies on the Summergrove Halls website

We do use cookies on our website to enhance your user experience with us as they are extremely useful in speeding up the web journey for you and can also allow a website to recognise a user's device.

Changes to our Privacy Policy:

Any changes to our privacy policy in the future will be posted to the website and, where appropriate, through e-mail notification.

Contact:

All comments, queries and requests relating to our use of your information are welcomed and should be addressed to info@summergrovehalls.co.uk Copies of our LIA is also available on request.

All information is retained on our secure servers