

BOOKING CONDITIONS

The following booking conditions together with the general information contained on this website form the basis of your contract with Welbeck Hotel Ltd trading as Welbeck Hotel & Restaurant. Please read them carefully as they set out our respective rights and obligations. Please note: To make a booking, you may either book online, telephone Reservations +44 (0)1624675663

In these Booking Conditions, “you” and “your” means all persons named on the booking (including anyone who is added or substituted at a later date). “We”, “us” and “our” means Welbeck Hotel Ltd trading as Welbeck Hotel & Restaurant

MAKING YOUR BOOKING

The person making the booking (“the party leader”) must be at least 18 and must be authorised to make the booking on the basis of these Booking Conditions by all persons named on the booking. By making a booking, the party leader confirms that he/she is so authorised and that all party members agree to be bound by these Booking Conditions. *(Please note the hotel will refuse entry if none of the staying party are above the age of 18.)* The party leader is responsible for making all payments due to the hotel concerned. Subject to availability, we will confirm your arrangements on behalf of the hotel concerned by issuing a confirmation upon request by email or post. This will be sent to the party leader or your travel agent. Please check this carefully as soon as you receive it. Contact us immediately if any information, which appears on the confirmation, or any other document appears to be incorrect or incomplete as it may not be possible to make changes later. We will have no responsibility for any errors in any documentation except where those errors were made by us. Subject to this, we regret we cannot accept any liability if we are not notified of any inaccuracy in any document within 14 days of our sending it out. We will do our best to rectify any mistake notified to us outside these time limits but you must meet any costs involved in doing so. The only exception to this requirement to meet costs is where the mistake in question was made by us and there is good reason why you did not tell us about it within these time limits.

PAYMENT, CHANGES AND CANCELLATION

PAYMENT

In respect of all arrangements requiring payment prior to the start of the arrangements in question, if we do not receive all payments due in full and on time, we are entitled to assume that you wish to cancel your booking. In this case, we will be entitled to keep all monies paid or due at that date and you must pay the cancellation charges shown above depending on the date we reasonably treat your booking as cancelled (on behalf of the hotel (s) concerned).

Except where otherwise advised or stated in the booking conditions of the hotel, all monies you pay to us for arrangements will be held on your behalf until the arrangements in question have been performed.

Payment for incidental extras (e.g. bar, restaurant charges, etc.) must be made directly to the hotel before you check out.

AUTHENTICATION REQUEST

In order to authenticate your bank account The Welbeck Hotel will make a request for a £1 transaction. This is only a request for a transition and will be seen in your account as a 'Pending Transaction'. Please note that the money does not get transferred from your account as the request is never settled with your bank or Credit Card Company. The length of time this authorisation request will appear on your account will depend on the policy of your bank or Credit Card Company.

YOUR CONTRACT

A binding contract between you and the hotel concerned comes into existence when we send your confirmation invoice to the party leader and the terms and conditions of the hotel, in addition to these conditions, will be applicable to the contract. Manx Law will apply to our agreement and to any dispute or claim which arises between us out of it. Any such dispute or claim must be dealt with by the Isle of Man Courts.

THE COST OF YOUR ARRANGEMENTS

Supplements for single rooms or single occupancy of a twin/double may apply. Superior rooms/suites are often available at a supplement. Please read our General Information section too. The prices of unsold arrangements may be increased or decreased at any time. The price of your chosen arrangements will be confirmed at the time of booking. We reserve the right to correct errors in both advertised and confirmed prices. We will do so as soon as we become aware of the error. Please note, changes and errors occasionally occur. You must check the price of your chosen arrangements at the time of booking. Once the actual price of your arrangements has been confirmed, no amendment will be made to it.

CHANGES BY YOU

Should you wish to make any changes to your confirmed booking, you must notify us in writing or contact us on +44 (0) 1624 675663 as soon as possible. Whilst we will try to assist you, we regret amendment requests cannot always be met. Where an amendment can be made, any costs incurred and any costs or charges incurred or imposed by the hotel will be payable

CANCELLATION BY YOU

Should you or any member of your party need to cancel your chosen break once it has been confirmed, the party leader must immediately advise us on +44(0)1624 675663 or cancel online. Your notice of cancellation will only be effective when it is received us. Should we be able to re-let your accommodation, a refund may be available.

COVID 19 GUARANTEE

OUR NO QUIBBLE GUARANTEE COVERS ALL 2021 BOOKINGS MADE BEFORE AND AFTER THE PUBLICATION OF THIS DOCUMENT.

THE HOTEL WILL EITHER FULLY REFUND OR REARRANGE YOUR BOOKING.

WHERE YOUR TRIP CANNOT PROCEED BECAUSE OF IOM BORDER RESTRICTIONS OR NATIONAL LOCKDOWNS IN YOUR COUNTRY, INCLUDING RULES THAT ARE GUIDANCE RATHER THAN LAW.

WHERE YOU OR A MEMBER OF YOUR PARTY LISTED ON YOUR BOOKING HAS A POSITIVE COVID TEST,, ALTHOUGH PLEASE NOTE THAT WE WILL NEED PROOF OF THE POSITIVE TEST AND YOU MUST HAVE NOTIFIED THE HOTEL AS SOON AS REASONABLY POSSIBLE.

ADDITIONALLY, WE APPRECIATE THAT ANXIETY ABOUT COVID IS A MASSIVE ISSUE TOO AND THEREFORE, IF YOU DECIDE TO CANCEL YOUR RESERVATION BECAUSE YOU WISH TO TAKE YOUR OWN PRECAUTIONS, WE WILL REFUND YOUR CANCELLED BOOKING, SO LONG AS WE ARE ABLE TO LET THE ACCOMMODATION TO ANOTHER GUEST.

CHANGES AND CANCELLATION BY US

If there is a change to or cancellation of your booking we will pass on the new details to you together with any compensation that the hotel may offer.

INSURANCE

You are strongly recommended to take out personal travel insurance for all members of your party. Please note that not all insurance policies intended for travel overseas are adequate to cover you for the hotel stays featured on our website. It is your responsibility to ensure that the insurance cover you purchase is adequate for your particular needs. We do not check insurance policies.

FORCE MAJEURE

Except where otherwise expressly stated in these booking conditions, we regret we cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by or you otherwise suffer any damage or loss as a result of "force majeure". In these Booking Conditions, "force majeure" means any event which we or the hotel in question could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, terrorist activity or actual threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control.

COMPLAINTS AND PROBLEMS

In the event that you have any reason to complain or experience any problems with your break whilst away, you must immediately inform the hotel. Any verbal notification must be put in writing. If you remain dissatisfied, however, you must write to the hotel's general manager within 28 days of the end of your stay giving your booking reference and full details of your complaint. For all complaints and claims which do not involve death, personal injury or illness, we regret we cannot accept liability if you fail to notify the complaint or claim entirely in accordance with this clause.

BEHAVIOUR

When you book with us, you accept responsibility for any damage or loss caused by you or any member of your party. Full payment for any such damage or loss must be paid direct at the time to the hotel. If you fail to do so, you will be responsible for meeting any claims subsequently made against us (together with our full legal costs) as a result of your actions. The Hotel reserves the right at any time to terminate your stay or that of any member of your party due to misconduct, where justified in our reasonable opinion. No refunds will be given. Furthermore, the hotel shall be under no obligation whatsoever to pay compensation or meet any costs or expenses you may incur as a result of your stay being terminated.

SPECIAL REQUESTS AND MEDICAL PROBLEMS

If you have any special request, you must advise us at the time of booking. Although we will endeavour to meet any reasonable requests on to the relevant hotel, we cannot guarantee any request will be met unless we have written to you with specific confirmation that it will.

If you or any member of your party has any medical problem or disability which may affect your booking, please tell us before you confirm your booking so that we can advise as to the suitability of the chosen arrangements. In any event, you must give full details in writing at the time of booking. If the hotel reasonably feels unable to properly accommodate the particular needs of the person concerned, we must reserve the right on behalf of the hotel(s) concerned to decline their reservation or, if full details are not given at the time of booking, cancel on behalf of the hotel concerned when we become aware of these details.

Please see the Accessibility Statement on our website www.welbeckhotel.com

Alternatively, if you have difficulty walking but do not require a specially adapted room, you may request a room near to the lift or a low floor for easier access. Again, it is advisable to ensure that we are fully aware of all circumstances on making the booking to ensure that we have the availability to meet your requirements in full.

Guide dogs are welcome at all the Welbeck Hotel but please make us aware of your requirements at the time of booking.

TRAVEL DOCUMENTS

You are responsible for having all proper travel documents and vouchers. If you are unable to travel or complete a stay by reason of not having proper documents you will not be entitled to any refund and we will not be liable for any cost or expense that you may incur as a result.

GENERAL INFORMATION

INCLUDED IN THE PRICE

- Accommodation with private en suite bathroom (some rooms may have a shower facility instead of a bath), colour TV, telephone and tea/coffee making facilities.
- Where breakfast is included in the price a traditional breakfast will be provided each morning. (Central London hotels offer a continental breakfast. If booking by phone, this will be advised by your Reservations Agent).
- All VAT and service charges, where applicable.
- Dinner, bed & breakfast prices includes a 2 or 3-course table d'hôte evening meal with coffee. Selected hotels offer a à la Carte allowance as an alternative to the set evening meal.
- Free wifi for guests staying overnight.

NOT INCLUDED IN THE PRICE

- Hotel supplements e.g. for single occupancy or additional room facilities (e.g. superior rooms/suites). If booking by phone, the amount will be advised at the time of booking.
- Expenses incurred at your hotel, including (but not only) use of minibar, safety deposit box, external phone calls, room service, meals (other than breakfast and those stated at the time of booking). Etc.
- Items of personal expenditure.
- Personal travel insurance.
- Any items not mentioned in 'Included in the price'.

WEBSITE AND PRICING DETAILS

Please note, the information and prices shown on our website may have changed by the time you come to book your arrangements. Whilst every effort is made to ensure the accuracy of the website and prices at the time of printing, regrettably errors do occasionally occur. You must therefore ensure you check all details of your chosen arrangements (including the price) with us at the time of booking.

Important note regarding browsers

The Welbeck Hotel will not accept responsibility for the consequences of any errors or changes in the intended layout of this website that result from you browsing our website in

Internet Explorer version 6 or below. We strongly recommend that users upgrade to the latest version of their browser when using www.welbeckhotel.com