

AHAVEN HOTELS LIMITED trading under the name all BEVERIDGEPARKHOTEL is a duly incorporated company in Scotland.

Please note that the photographs in the www.beveridgeparkhotel.co.uk web site are sourced from both Beveridge Park hotel and our self-catering accommodation Ahaven.

The following conditions will be incorporated into your contract and you should therefore read them carefully. If you have any query's you should contact our [customer care](#) team. By booking with Ahaven Hotels you confirm that you understand and agree to be bound by these Terms & Conditions.

YOUR CONTRACT

Ahaven Hotels arranges accommodation at the hotel featured on our website. Your contract is with us and is subject to the booking terms and conditions of contract.

1. BOOKING PROCEDURE

You must complete the on-line booking form and provide us with your credit card details which will act as a guarantee to secure the booking. The person who completes the on-line booking form must be over 18 years of age and is responsible for ensuring full payment with the hotel.

They are also responsible for keeping other members of his/her party informed as to the booking details. The booking is confirmed when an on-screen confirmation and an email booking confirmation form have been sent to you by Ahaven Hotels. Is it advisable to print out the on-screen confirmation at the time of booking and retain it for your information.

If we do not confirm the booking it means that the contract has not been made. Please carefully check the details on your on-screen confirmation booking voucher/email and all other documentation on receipt and inform us immediately of any errors. We do not accept liability for any errors not notified to us within 72 hours of the date of booking and it may not be possible to make corrections at a later stage. Your contract with us and all matters arising out of it are governed by the laws of Scotland and are subject to the exclusive jurisdiction of the Scottish Court.

2. PAYMENT

AHaven Hotels forwards all your reservation information including payment details to the hotel via a secure connection. For the majority of our hotels credit card details are taken as a guarantee of reservation only. For these hotels 'Credit Card as guarantee' will be stated in the details section for individual room rates.

3. BOOKING CONFIRMATION

The Booking Confirmation must be given to the hotel at check-in. Failure to produce the confirmation at check-in may result in the hotel not honouring your reservation. The confirmation clearly states what is covered in the rate quoted and additional charges incurred at the hotel will be at your expense. Cancellation of a booking will immediately invalidate the confirmation.

4. PAYMENT SECURITY

It is important for you to know that whenever you provide us with personal details or credit card information, it is secure. Your credit card number, name, address, and telephone number are protected by powerful Secure Sockets Layer (SSL) encryption technology as it travels through the internet.

5. CANCELLATION BY YOU

You may cancel your booking on-line in accordance with the hotel's cancellation policy. Your cancellation must be made through the Ahaven Hotels email. Details of how to cancel a booking are set out on the booking confirmation form. Some cancellations or changes made outwith the cancellation policy will be subject to a charge equivalent to the cost of the first night of accommodation. Any claim must be presented to All-Hotels in writing within 30 days of check-

out. **Please note that certain special hotel rates are non-changeable and non-refundable once the booking has been confirmed.**

6. CHANGES OR CANCELLATION BY US

We reserve the right to make changes or cancellations after the booking at any time, although we will endeavour not to make a major change or cancel the booking within 72 hours of the arrival date, except by reason of force majeure (see clause 8 below). If we have to make a major change to your arrangements after booking we will offer you the option of accepting the change or cancelling the booking and receiving a full refund of any monies paid to us. We do not accept responsibility for any expenses or costs you may incur as a result of any change.

7. FORCE MAJEURE

We do not accept liability or pay compensation for any loss, damage or expense where the performance or prompt performance of our obligations is prevented or affected by reason of force majeure. Force Majeure means any event which we or the supplier of the service could not, even with all due care, foresee or avoid such as war or threat of war, riots, civil strife, terrorist activity, industrial action, natural or nuclear disaster, fire, adverse weather conditions, closure of airports or ports, technical problems with transport, governmental action and all other similar events.

8. OUR LIABILITY TO YOU

- (1) The published descriptions of hotels are given in good faith. Ahaven Hotels does not accept responsibility for errors or omissions.
- (2) We accept responsibility for the proven acts and/or omissions of our employees, agents, suppliers and sub-contractors providing they were at the time carrying out work in the course of their employment or contract. We also accept responsibility if the services that we are contractually obliged to provide prove deficient or not of a reasonable standard.
- (3) If the hotelier is able to exclude or limit liability by virtue of any International Convention, we will claim the benefit of that exclusion or limitation which is incorporated into your contract with us. Copies of the hotel's conditions can be obtained from us on request.
- (4) Please note that the maximum amount we may have to pay you for any and all claims or parts of claims which do not involve personal injury, illness or death is limited to the price (excluding administration and cancellation fees) paid by or on behalf of the person(s) affected in total.
- (5) It is a condition of your contract that all claims are notified in accordance with clause 15 below. Where any payment is made to you, you will assign to ourselves or our insurers or the relevant supplier(s) or their insurers any rights you may have to pursue any third party for recovery of such payment. You must also provide all assistance reasonably required in connection with such recovery.

9. HOTEL NOT HONORING BOOKINGS

At the time the booking is made, we issue a booking confirmation number and to the best of our knowledge at this time, the booking is valid. In the unlikely instance of the hotel failing to honor the booking then please refer to your booking confirmation and contact the customer services number on the confirmation for assistance.

10. NON-ARRIVAL AT THE HOTEL

In case of late check-in at the hotel, your credit card details, given at time of booking, will guarantee your room in case of late arrival. However, if you are due to arrive after 6.00 pm, it is advisable to contact the hotel directly beforehand to advise of this. A contact number for the hotel will be on your booking confirmation. Should you fail to arrive at the hotel on the arrival date the entire booking will be cancelled. The room will not be available on any subsequent nights of the booking and you will be charged the cost of the whole booking. Reimbursement for unused accommodation cannot be made unless you have cancelled online in compliance with clause 6 above.

11. MEDICAL PROBLEMS

If you have any medical problems or disability which may affect your stay you must advise us before booking giving full details to our Customer Care Service. Your booking may be declined or cancelled in your best interests if your hotelier or we feel unable to properly accommodate your particular needs.

12. PRICE CATEGORIES AND HOTEL STANDARDS

We segregate all hotels into four categories - Luxury, Standard, Budget & Discount. While All-Hotels takes care to ensure that the hotels are placed in a category that accurately reflects the property, it is the responsibility of the guest to ensure that the hotel they book represents a standard that matches their needs. You can access more detailed information about the hotel you are booking from the 'Hotel Details' pages during the booking process.

13. ROOM PREFERENCES AND TYPES

Please pay special attention to the room description at the time of booking. We do not have any control over special requests to individual hotels, however, any special requests made at the time of booking will be passed to the hotel with your booking details.

In order to submit special requests at the time of booking, please go to beveridgeparkhotel.com and use the Quick Search facility on the left hand side of the home page. Enter your travelling details and use the 'Advanced Search' facility. These requests will then be sent to the hotel at the time of booking. All-Hotels is unable to guarantee that all your requests will be met.

It is the responsibility of the person making the booking to ensure that the room(s) booked will be suitable for their party size. It should be noted that European and U.S. room types can differ greatly (U.S. twin rooms can accommodate up to 4 people, but European twin rooms can only accommodate a maximum of 2 people). Please check during the booking process for any additional supplements (i.e., single occupancy of twin room or 3rd adult sharing twin room - these can be found under the 'Details' button during the booking process).

Hotels have different child policies and it is the responsibility of the person making the booking to check directly with the hotel for information such as the maximum child age and what discounts apply, if any.