



THE STAG

LYNDHURST

# GUEST REGISTRATION & BOOKING TERMS AND CONDITIONS

## INTRODUCTION

These are the terms and conditions that apply when you reserve a room at a The Stag Hotel

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.

## RESERVATIONS

To reserve your room please follow the instructions on our website [www.thestaghotel.co.uk](http://www.thestaghotel.co.uk) or call us directly on 02380 28 29 99 .

You must be at least 16 years old to make a reservation.

You will need to provide your credit or debit card details to secure your reservation. The Stag Hotel accepts Visa, MasterCard and American Express to secure a reservation.

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.

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

## **GROUP RESERVATIONS**

For bookings of 5–9 rooms, call our bookings line on 02380 282999

The prices shown online are for bookings of up to 4 rooms. Room rates may be different for group bookings depending on the number of rooms booked.

## **ROOM PRICES**

The Stag Hotel 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 room(s) 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 at the applicable rate at the time of your reservation.

Meals and other extras are not included in the room price unless stated 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.

## **OCCUPANCY**

The maximum room occupancy is two adults. Family rooms (where available) can accommodate two adults and two children (under the age of 16). 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.

Children under 16 are not permitted to stay at The Stag Hotel 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.

## **ACCESSIBILITY**

All our rooms are on the 1<sup>st</sup> and 2<sup>nd</sup> floor with no lift access

## **SPECIAL REQUESTS**

Although The Stag Hotel will try to accommodate special requests, all rooms and requests are subject to availability.

## **MEALS**

Meals are not included in the room price unless specified.

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

Anything purchased from the restaurant and/or bar will be added on to your room 'tab' and will be payable in full at check out.

## **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 made your reservation, you will need to pay in full on arrival.

Bar & restaurant tabs need to be paid in full each day/sitting.

Payment may be made by cash credit/debit card (Visa, MasterCard, American Express, Maestro and Electron)

## ARRIVAL AND DEPARTURE

Guests must check-in and check-out by the times stated below.

- Check-in by: 14:00 and before 19:00 on day of arrival unless already arranged with management.
- Check-out by: 10:00am on day of departure unless otherwise arranged with management

Check-in/check-out times may be altered depending on availability and only with the discretion of management.

Rooms are available from 2pm on the arrival date. Please let us know if you are likely to arrive after 11pm or if you wish for an earlier check-in (we will accommodate these requests where we can, if notified prior to arrival).

Guests will be asked to provide proof of identity upon check-in. Acceptable forms of identification are as follows; a passport, driving licence or other suitable ID card.

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

## PARKING

on-site parking is provided for our guests. By using our car park, you accept that your vehicle is parked at your own risk.

Our car park is governed and protected by parking eye systems. This system will generate a parking fine for anyone who fails to provide car registrations within an allocated amount of time. Guests must input car registration details into the tablet at reception or on the bar.

The Stag Hotel accept no responsibility to incorrect data input or occasions where guests have forgotten to input data.

## PETS & SERVICE DOGS

We do have 2 dedicated dog friendly rooms to accommodate your pets. These rooms can only be pre-booked, and we cannot accept pets throughout our accommodation unless we have arranged and confirmed arrival, this is with the exception of service dogs. / We accept a maximum of 2 dogs per room/reservation.

## DAMAGES & LOST PROPERTY

We reserve the right to charge the lead guest for any damages caused through the course of a booking by any member of the booking party. This includes breakages, spillages, stains, damage to furniture or fixtures and fittings. Any accidental damages should be reported as soon as possible in order to minimise damage and associated costs. Lost keys / fobs / access cards will incur a replacement charge per key £50.00 / fob £ 20.00 lost.

Any lost property, if discovered and found, left behind by guests during a stay will be held for a period of 1 month. While we will make our best efforts to reunite lost property with their owners, we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belongings before checking out. We may offer to post lost items via recorded delivery at the cost of the property owner, otherwise collection can be arranged.

## **SMOKING**

Smoking of any tobacco products including, but not limited to cigarettes, pipes, e-cigarettes, e-liquids, cigars, snuff or chewing tobacco, is only allowed in designated areas as sign posted throughout the accommodation grounds and is in accordance with the Health Act 2006.

## **CANCELLATION**

### **YOUR RIGHT TO CANCEL**

Guest who need to cancel a booking(s) should contact us as soon as possible. Deposits already paid are only returned in accordance with the following conditions.

- Cancellation made 15 days or more in advance of arrival date = Full deposit refund
- Cancellation made 14 days or less of arrival date = 50% of deposit refund
- Cancellation made 48hrs or less of arrival date = No refund issued, full amount of booking due

Non-arrival guests, who are unable to attend or fail to attend for whatever reason forfeit their deposit paid and the full amount of the booking will be due. It is suggested that booking guests take out appropriate holiday / cancellation insurance where required.

### **OUR RIGHT TO CANCEL**

#### **YOUR BREACH**

In the rare event we need to cancel your booking with us, please be aware that we cannot be held liable for circumstances beyond our control and that our liability to you is limited to the refund of any payment already made.

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.

## OUR EXPECTATIONS OF YOU (AND YOUR GROUP)

You must not:

- smoke anywhere inside any of The Stag Hotel other than designated areas outside. This includes the smoking of e-cigarettes. Permitted smoking areas will be identified on site.
- cause any health and safety hazard to any of our team members or any of our guests.
- bring any potentially dangerous or hazardous materials or equipment on site
- 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 The Stag Hotel rooms to store items (personal or otherwise) which could in the sole opinion of The Stag Hotel cause damage to the room or be a risk to the health and safety of staff or property.
- prevent The Stag Hotel management, housekeeping and/or maintenance staff from access to your room(s) as and when required by The Stag Hotel, with housekeeping permitted full access at least once every two days.
- remove, damage, or destroy any The Stag Hotel property.
- use any of the technology provided by The Stag Hotel to download or access any unlawful or obscene material; or cause unreasonable disturbance to our other guests or any staff.

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 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 Stag Hotel for sale either on its own or as part of a combined offer. The Stag Hotel will not honour any reservations made in this way and does not accept any liability for doing so.

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

- cancel your reservation with immediate effect and (if appropriate) eject you from our 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.

The Stag Hotel will not be liable for any refund or compensation in such circumstances.

The Stag Hotel 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.

## 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 must 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.

## **WIFI FAIR & APPROPRIATE USAGE POLICY**

Where WIFI Internet access is provided, guests accept to use this access to the Internet fairly and appropriately. We may monitor network performance and user usage in order to maintain a fair and high level of service to all our guests.

The Internet access provided is intended for general use such as access to the world wide web, email, messaging, social media, light video / music / media streaming. It is not intended or ideally suited for heavy media streaming, online gaming, extensive downloads / uploads. Access to illegal activity or use of our network for illegal activity is prohibited and will be reported to local authorities.

## **YOUR INFORMATION**

We keep your personal data safe and secure. Please see our privacy and GDPR notices on our website – [www.thestaghotel.co.uk](http://www.thestaghotel.co.uk)

## **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 English law.

If you are a consumer, you, and we both agree that the courts of England and Wales will have non-exclusive jurisdiction over any claim arising from, or related to, your reservation and/or stay at any Premier Inn hotels. 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 Scotland, you may also bring proceedings in Scotland.

If you are making a business reservation, you and we agree that the courts of England and Wales will have exclusive jurisdiction over any claim arising from or related to your reservation and/or stay at any Premier Inn hotel.

## **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.

SIGNED

GUEST NAME:  
CHECK IN DATE:

## **CONTACT US**

If you require further information or have any questions regarding our website or these terms and conditions, then please contact us

[reservation@thestaghotel.co.uk](mailto:reservation@thestaghotel.co.uk)

02380 28 29 99

[www.thestaghotel.co.uk](http://www.thestaghotel.co.uk)