

BOOKING TERMS & CONDITIONS

Please read these Terms & Conditions carefully.

By using The Bear Hungerford Ltd website online booking service you are agreeing to be bound by the Terms and Conditions detailed below which form the basis of your contract with The Bear Hungerford Ltd. In the Terms & Conditions set out below, "you" and "your" refers to all persons named in the booking, which includes any individual(s) subsequently added or substituted at a later date. "We", "us" and "our" all refer to The Bear Hungerford Ltd.

Please print and retain a copy of this Agreement for your records as it may occasionally be updated.

1. Making a booking

By making a booking you are confirming that you are authorised to do so on behalf of all persons named in the booking and you are acknowledging that all members of your party agree to be bound by these Booking Terms & Conditions.

When your booking has been made, a confirmation will be sent to you by email using the email address that you have supplied, or by post. Booking confirmations are subject to the availability of accommodation at the hotel.

You should carefully check the details of your confirmation as soon as you receive it. You must contact The Bear Hungerford Ltd immediately if any of the details are incorrect or incomplete.

We will always endeavour to rectify any inaccuracies or accommodate any alterations you wish to make to your booking. We cannot accept liability for any inaccuracies that are not brought to our attention within seven days of issuing your confirmation, nor can we accept responsibility for inaccurate information that you have supplied.

2. Paying for your booking

Guests booking an Advanced Purchase Rate (should one be being offered) will have full payment taken immediately on booking and is Non-Refundable and Non-Transferable. In the event of cancellation or no arrival, there will be no refund.

Guests booking on other rates will be required to give a credit card to guarantee the reservation. No charges will be debited in advance except in the event of non arrival or late cancellation.

3. Price changes

The Bear Hungerford Ltd reserves the right to increase or decrease the price of unsold breaks at any time. The price of your chosen break will be confirmed when your booking is made and, with the exception of any errors, we will not increase this price once it has been confirmed. We reserve the right to correct any errors in advertised and confirmed prices and will do so as soon as we become aware of an error. We will notify you of any price discrepancies relating to your booking should they arise, but we strongly advise you to check that the final price of your booking is correct before making your final confirmation.

4. Amendments to your booking

You should notify us of any amendments to your confirmed booking by telephone or in writing (by post or by email to info@thebearhotelhungerford.co.uk) as soon as possible. Amendments are subject to availability and those made within the cancellation period (see below) may be subject to cancellation charges.

5. Cancellations

In order to avoid cancellation and/or non arrival charges, guests should observe The Bear Hungerford Ltd cancellation policy, which is 48 hours prior to the day of arrival for individual bookings. For those guests booking more than 10 rooms, please contact the hotel or refer to your confirmation letters for this policy which is different to the above. Failure to cancel in advance will result in the first night's accommodation package being charged to your credit or debit card in full.

6. Cancellations and changes made by The Bear Hungerford Ltd

In the unlikely event that a hotel is unable to accommodate a confirmed reservation it may be necessary to offer an alternative of an equal or a superior standard. If at any time we need to make changes that will significantly affect your stay or we need to cancel your stay, we will tell you as soon as possible, offering a suitable alternative or a refund of deposit if one has been paid. This does not apply to minor changes or events during your stay, resulting from unusual or unforeseeable circumstances beyond our control.

We cannot be held responsible for cancelling your booking as a result of your failure to comply with any requirement of our Booking Terms & Conditions, and we cannot be held liable for any expenses, costs or losses incurred by you as a result of any change or cancellation.

If a guest or a member of your party behaves in a way that causes or is likely to cause danger, upset or distress to a third party or to hotel or guest property, we are entitled, without prior notice, to curtail the stay and request that the person(s) concerned leave the hotel. No refunds or return travel arrangements will be made and we will not pay any expenses or costs incurred as a result of such a curtailment.

7. Additional requests

All additional or special requests are subject to availability and we cannot guarantee the provision of special requests. Any additional requests made should be prior to your arrival at the hotel, giving reasonable advance notice.

8. Third party suppliers

Elements of your break may include services supplied by third parties (for example racing, golf, tickets to local attractions etc). Such third party suppliers will usually have their own set of Terms and Conditions relating to the services they provide. You should consult any third party Terms and Conditions soon after making a booking if your break includes such items.

9. Medical conditions

If you or any member of your party has a medical problem or disability which may affect your stay, please advise Reservations so that we can make provision for the particular needs of the person(s) concerned, or advise you if we are unable to make such provision. If details are not provided to us at the time of booking, the hotel reserves the right to cancel the booking should it be unable to make appropriate provision for a specific need or needs.

10. Circumstances beyond our control

We cannot accept responsibility for unforeseen circumstances beyond our control. These include (but are not limited to) adverse weather conditions, fire, riot, war, terrorist activity (or threat of such activity), industrial dispute, natural disaster, or injuries and death of (an) individual(s) through accidental circumstances unconnected with the hotel.

By making a booking you are accepting responsibility for any damage or loss caused by yourself or a member of your party. Full payment for any such damage or loss must be paid to the hotel owner or manager on demand. If you fail to do so, you will be responsible for meeting any claims subsequently made (together with our own and any other party's full legal costs) as a result of your actions. The Bear Hungerford Ltd shall not be liable for any loss or damage except within the constraints of the Hotel Proprietors Act 1963.

11. Complaints

If you are dissatisfied with any aspect of your stay you should bring the problem or issue to the attention of the duty manager at the hotel as soon as possible so that all reasonable efforts can be made to rectify the situation. If, for any reason, the issue cannot be resolved to your satisfaction and you wish to make a complaint, you should put it in writing and send it to the Operations Director at: The Bear Hungerford Ltd, Charnham Street, Hungerford, Berkshire, RG17 0EL.

12. General information

Accommodation: As a minimum, all bedrooms feature a private ensuite bathroom, colour television, tea/coffee making facilities and direct dial telephone. A number of bedrooms feature facilities in addition to those stated above.

Breakfast & Dinner: Bed & Breakfast prices include either continental or a full English traditional breakfast dependent on what is booked. Dinner, Bed & Breakfast prices include breakfast as outlined above and a 3-course meal taken from the standard menu. Room only rates do not include any meals.

Checking-in: Your room(s) will normally be available after 2pm. If you plan to arrive later than 11pm, please advise the hotel directly by calling the number given on your booking confirmation.

Parking: There is ample free parking at the hotel. Please be sure to obtain barrier pin code before checking out.

Pets: Pets are accepted at the discretion of the hotel. Please notify Reception prior to arrival.

Smoking: The Bear Hungerford Ltd operates a totally non-smoking policy in all bedrooms and public areas. Interfering with the fire alarm will incur a charge on your bill to compensate other guests.

Taxes: All prices include VAT at the prevailing rate at the time a payment is made.

Accuracy of information on this website: Whereas we endeavour to ensure the information contained within this website is as accurate as possible, there will inevitably be instances where information may be incorrect or out of date. It is always advisable to check specific details that may be relevant to your booking prior to making that booking. We reserve the right to amend or remove information at any time and do not accept responsibility for keeping copies of any amended or deleted information.

13. Insurance

It is your responsibility to ensure that any insurance cover you have provides adequate cover for your needs and for the duration of your stay.

14. Guest internet and network policy

Whilst The Bear Hungerford Ltd provides internet access free of charge, we reserve the right to deny access or suspend the service at any time. The Bear Hungerford Ltd endeavours to provide support where possible but cannot guarantee resolution of issues in any or all circumstances. The Bear Hungerford Ltd cannot accept liability for any worm or virus infection to your internet enabled device while using our internet service, nor do we accept liability for any other form of damage. It is the guest's responsibility to operate within the law at all times while using this service. The guest accepts all liability and costs that arise should the guest misuse this service.

15. Our liability to you

We accept liability for, and totally restricted to, services booked via The Bear Hungerford Ltd in accordance with the Booking Terms & Conditions current at the time of booking. We cannot accept any other form of liability.

16. Third party websites and viruses

The Bear Hungerford Ltd cannot be held responsible for the accuracy, content, or availability of information about our hotel that may be found on third party websites. Neither are we responsible for the content or privacy policies of any third party websites that have links to or from The Bear Hungerford Ltd and will not be bound by any incorrect rates they may publish.

Attempts to interfere with the operation of our website, by whatever means, or any attempt to place an unreasonable or disproportionate load on our website or server infrastructure is prohibited.

In the event of our website failing to operate, either in whole or in part, due to infections by computer viruses, bugs, tampering, unauthorized intervention, fraud, technical failures or any other causes beyond reasonable control, we reserve the right in our sole and absolute discretion to prohibit usage of our site and to cancel, terminate, modify or suspend the site.

17. Copyright (c) The Bear Hungerford Ltd. All rights reserved.

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18. Miscellaneous

The Bear Hungerford Ltd reserves the right to make alteration to or withdraw these terms and conditions without prior notice and at any time.

I have read, understood and agree to be bound by these terms and conditions

Signed

On Behalf of

Date