



# Terms and Conditions

## Warren House Conference Centre Ltd.

### **1. Introduction**

These are the terms and conditions that apply when you reserve a room at a Warren House using one of our digital channels (such as our website, mobile site or app).

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.

### **2. Reservations**

To reserve your room please follow the instructions on the website, mobile site or app (as applicable).

You must be at least 18 years old to make a reservation and you must be 18 years or over to stay alone. We may require a photo identification like driver's licence or passport to verify the age and we may refuse a guest if they are under 18 or cannot verify their age, even though a booking is made.

You will need to provide your credit or debit card details to secure your reservation. Warren House accepts Visa, MasterCard, American Express and Diners Club 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. Please note that pre-payment and advance purchase reservations cannot be amended unless we have made an error with your booking.

### **3. Group reservations**

A reservation of ten rooms or more is usually considered a group booking within Warren House however, as indicated in our hotel descriptions. If you wish to make a group booking of 5-9 rooms, please call our Reception Team on 0208 547 1777. To make a group booking of 10+ rooms, please call the Conference and events Team on 0208 547 1777.

### **4. Room prices**

Warren House 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 rooms 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 and are inclusive of VAT at the applicable rate at the time of your reservation. If the rate of VAT changes between the date of your reservation and the date of your stay, we will adjust the rate of VAT that you pay, unless you have already paid for the reservation in full before the change in the rate of VAT takes effect.

Meals and other extras are not included in the room price 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. You may pay for breakfast and selected extras at the same time as paying for your room. All other meals and extras must be paid for separately.

**A pre-paid or Advance Purchase reservation:** this is a discounted rate that may be available and payment in full is required for all these bookings at the time of booking or at a time up to 24 hours before the arrival date. These rooms are made available at a discounted rate, these rooms and any meals or other extras booked with them cannot be amended or refunded.

### **5. 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 18 are not permitted to stay alone in Warren House 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.

## **6. Accessibility**

At Warren House have rooms which are specially adapted for customers with disabilities. For more information contact our Reception Team on 0208 547 1777.

## **7. Special requests**

Although at Warren House we will try to accommodate special requests, all rooms are subject to availability.

## **8. Meals**

Meals are not included in the room price.

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

Up to a maximum of two children under the age of 16 can eat free per adult purchasing a full breakfast if they share a room with the adult

## **9. 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 make your reservation, you will need to pay on arrival.

Payment may be made by cash (with proof of identification), credit/debit card (Visa, MasterCard, American Express, Diners Club, Maestro and Electron). The expiry date of your debit/credit card must be later than the end of your stay. We do not accept personal cheques or family discount cards.

We will process full payment for advance purchase before arrival. At the check in process we will also authorise £50.00 per room per night for any extras incurred. This pre-authorisation will hold these funds reserved for warren House on your card. Once paid, the remainder of this reserved amount will be released by your credit card provider or bank into your account in 2 to 3 days. Please check with your provider/bank as to the time span as we cannot influence this once you have checked out.

Any cash or debit card customers will be considered cash customers and cannot charge anything to their room and will have to pay for services and products as they are taken.



## 10. Cancellation

### Your right to cancel

If you cancel your reservation before 11am on the day of arrival and have paid for the room in advance by debit/credit card, we may be able to transfer your booking to another date subject to availability and under certain conditions. Please contact the Reception Team for more information. A cancellation reference will be given and should be retained as proof of cancellation.

If you cancel a reservation after 1pm on the day of arrival (including any "no show") and have paid for the room in advance you will be charged a cancellation charge equivalent to one night's total accommodation per room booked and for any meals and other extras booked for the first day of your stay. A cancellation reference will be given and should be retained as proof of cancellation. Such cancellation charge is to compensate the hotel for the late cancellation and is not for any service.

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 and for any meals and other extras booked for the following day. Such cancellation charge is to compensate the hotel for the late cancellation and is not for any service.

The first night of any booking made after 1pm on the day of arrival and the cost of any meals and other extras booked for the following day is non-refundable. In the event of a cancellation (including any "no show").

Because **Advance Purchase** rooms are made available at a discounted rate, these rooms and any meals or other extras booked with them cannot be cancelled, amended or refunded. In the event of a "no show", the total payment for such room shall be deemed a cancellation charge and is not for any service.

You may wish to take out room cancellation insurance in case you need to cancel your reservation.

You are not entitled to cancel or withdraw from your reservation under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

If you've made a **group booking**, our cancellation terms are as follows:

- For 10 rooms or more, we'll need full payment 14 days before arrival. This is non-refundable, but you can cancel your booking with the following cancellation charges applicable: 7 to 60 days out of day of arrival 90% of charges, 61 to 100 days out of day



of arrival 65% of charges, 100 – 110 days out of day of arrival 25%. Cancellations taken within 7 days of day of arrival incur 100% cancellation charges.

Where you cancel (including any “no show”) a group booking and there is a non-refundable payment retained by us, this total amount is a cancellation charge to compensate the hotel for the cancellation and is not for any service.

### **Our right to cancel**

#### **Your breach**

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, 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.

To ensure a smooth experience, please ensure you have provided your car and flight details to Premier Inn. A link will be provided on the booking confirmation email.

#### **Process for making a claim**

Claims must be made within 7 days of the end of the stay to which your claim relates.

To make a claim you should raise your complaint with the team at the hotel who will advise you of the process. If you did not raise your complaint at the hotel or were unable to do so. If your room was booked as part of a group booking, the person who made the booking on behalf of the group must make the claim. If your room was booked through a tour operator, you must make your claim to the tour operator.



You will need to provide details of the room you stayed, the dates of your stay, the nights for which you wish to claim a refund and the reason(s) why you did not have a great night's sleep on each of those nights.

Refunds will be made to the card you used when you paid for your room and are usually processed within 7 days. You will be asked to confirm receipt of your refund.

### **11. Arrival and departure**

Rooms are available from 3pm on the arrival date. Please let us know if you are likely to arrive after 11pm.

Guests will be asked to provide proof of identity and nationality upon check-in. Overseas guests, excluding Republic of Ireland and Commonwealth citizens, will be asked to complete a registration form and provide their identity card / passport details. Acceptable forms of identification are: a passport, driving licence, ID card or police warrant card.

Rooms must be vacated by 11am on the day of departure. Failure to leave your room by this time may result in a late check-out charge.

### **12. Warren House expectations of you (and your group)**

You must not:

- smoke anywhere inside any part of the premises. This includes the smoking of e-cigarettes. Permitted smoking areas will be identified on site. Smoking on Warren House outside of the designated smoking area will result in a £200 fine;
- bring any pets onto Warren House premises, with the exception of assistance dogs;
- bring any potentially dangerous or hazardous materials or equipment onto Warren House premises;
- 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 Warren House rooms to store items (personal or otherwise) which could in the sole opinion of Warren House cause damage to the room, or be a risk to the health and safety of staff or property;
- prevent Warren House management, housekeeping and/or maintenance staff from access to your room(s) as and when required by Warren House, with housekeeping permitted full access at least once every two days;
- remove, damage or destroy any Warren House property;
- observe Warren House noise and behaviour policy



- use any of the technology provided by Warren House to download or access any unlawful or obscene material; or cause unreasonable disturbance to our other guests or any Warren House 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 to Premier Inn on demand the amount required to make good or remedy such damage or loss.

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

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

Warren House will not be liable for any refund or compensation in such circumstances.

Warren House 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.

We reserve the right to change your room allocation at any point during your stay for any reason.

### **13. General**

#### **Your information**

We keep your personal data safe and secure. Full details about how we use your data are set out in our Privacy Policy on our website. Similar to other commercial websites, this website and the System utilises a standard technology called cookies and web server logs to collect information about how the website and/or the System is used and how to improve them. Further details can be found in our Cookie Notice. By providing information about you and your booking group (as outlined in the Privacy Notice) when making a reservation, you



consent (on your behalf and on behalf of each member of your group) to such processing and you warrant that all information provided by you is accurate.

### **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 Warren House

### **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.

### **14. Contact us**

If you require further information or have any questions regarding our website or these terms and conditions, then please contact us on 0208 547 1777 or at [info@warrenhouse.com](mailto:info@warrenhouse.com) .