

The Old Hall Hotel Terms & Conditions

Introduction

These are the terms and conditions that apply when you reserve a room at a The old Hall hotel 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.

Reservations

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

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 Old Hall accepts Visa and MasterCard 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 Premier Saver reservations cannot be amended unless we have made an error with your booking.

Group reservations

A reservation of ten rooms or more is usually considered a group booking within The Old Hall however, as indicated in our hotel descriptions, at some of our hotels a reservation of five or more rooms is considered a group booking.

If you wish to make a group booking, please call our Central Reservations team on 01493 720400.

Room prices

The Old Hall 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.

Flex: If you book a Flex rate you may choose whether to pay for your room in full at the time of booking or to pay on arrival. You will be able to amend or cancel your reservation up to 1pm on the day before the day of arrival without charge. If you cancel your reservation after 1pm on the day before the arrival day (or make a reservation after 1pm on your arrival day and subsequently cancel it) you will be charged a cancellation charge equivalent to one night's accommodation for each room booked and for any meals and extras booked for the first day of your stay.

Super Saver: A Super Saver is a discounted rate that may be available subject to availability.

Payment in full is required for all Super Saver bookings at the time of booking. Because Super

Saver rooms are made available at a discounted rate, these rooms and any meals or other extras booked with them cannot be amended or refunded.

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.

Children under 16 are not permitted to stay in a The Old Hall hotel unless a parent or guardian is also staying in the hotel.

Accessibility

The Old Hall hotel has a room which are specially adapted for customers with disabilities. For more information view our Access Statement.

Special requests

Although The Old Hall will try to accommodate special requests, all rooms are subject to availability and special requests cannot be guaranteed.

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. The meal deal is available for adults only and includes a two course dinner and a drink from the meal deal menu and a The Old Hall breakfast for the advertised price per person.

Cancellations - Your right to cancel

Flexible rate rooms may be cancelled before 1pm on the day before the arrival date. If you cancel your reservation before 1pm on the day before the day of arrival and have paid for the room in advance by debit/credit card, a full refund will be processed to the same debit/credit card normally before 9am the next working day though it may take a few days for the funds to reach your account. A cancellation reference will be given and should be retained as proof of cancellation. If you cancel a reservation after 1pm on the day before the day of arrival and have not already paid for the room in advance you will be charged a cancellation charge equivalent to one night's 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. If you decide to shorten your stay you must inform reception at the The Old Hall hotel that you are staying in by 12 noon on the day you wish to check out. Otherwise you will be charged a cancellation charge equivalent to one night's accommodation per room booked and for any meals and other extras booked for the following day.

The first night of any booking made after 1pm on the day before the day of arrival and the cost of any meals and other extras booked for the following day is non-refundable.

Because super Saver 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.

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.

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 other material way.

If we cancel your reservation where you are at fault, we reserve our legal rights in respect of your breach of contract.

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.

Arrival and departure

Rooms are available from 3pm on the arrival date. Please let The

The Old Hall expectations of you (and your group)

You must not:

smoke anywhere inside any The Old Hall premises. This includes the smoking of e-cigarettes.

Permitted smoking areas will be identified on site. Smoking on The Old Hall premises outside of the designated smoking area will result in a £100 fine;

bring any pets onto The Old Hall premises, with the exception of assistance dogs;

bring any potentially dangerous or hazardous materials or equipment onto The Old Hall 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;

remove, damage or destroy any The Old Hall property;

use any of the technology provided by The Old Hall to download or access any unlawful or obscene material; or

cause unreasonable disturbance to our other guests or any The Old Hall 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 The Old Hall 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 The Old Hall room for sale either on its own or as part

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.

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;

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 The Old Hall 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 The Old Hall 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.

Contact us

If you require further information or have any questions regarding our website or these terms and conditions, then please email: info@oldhallhotelcaister.co.uk, telephoning 01493 720400 or write to us at: Old Hall Hotel, High St, Caister-on-Sea, Great Yarmouth NR30 5JL