



HOST Somerset Ltd. Terms and Conditions

To make a booking:

- Go to www.host-somerset.co.uk
- Terms & Conditions
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1. Introduction

- i. These are the terms and conditions that apply when you reserve a room at HOST campus accommodation
- ii. These terms and conditions do not cover accommodation booked as part of a meeting room hire or event package. Please see the separate Conference and Events terms and conditions.
- iii. You will be asked to confirm your acceptance of these terms and conditions when you make a reservation
- iv. 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



- v. The terms and conditions applying to your reservation will be those in place on the date that you make your reservation



2. Individual Reservations

- i. To reserve your room please complete book via the website or call our reservations team on 01278 559429
- ii. To confirm your booking you will need to provide your credit or debit card details when making your reservation, full payment will be taken at the time of booking to a maximum of 4 (four) weeks. Should your stay be for a longer period we will process further advance payments 4 weeks at a time from Reception. HOST accepts Visa, MasterCard, Maestro and Electron.
- iii. 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
- iv. 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
- v. 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

3. Group Reservations

- i. A reservation of ten rooms or more is considered a group booking by HOST
- ii. For enquiries about a group booking, please call our Reservations team on 01278 559429
- iii. When group booking details are ready to be confirmed, a Group Booking Form will be issued for review and signature. Upon receipt of the returned Group Booking Form a payment of 25% of the booking total will be required within 7 days. The balance is due no later than 30 days prior to the arrival date.
- iv. Should group members be responsible for their own accounts, HOST will require the following information no later than one month prior to arrival:
 - a. Full name
 - b. SAP number – if available
 - c. Email address
 - d. Postal address
 - e. Debit/credit card number
 - f. Transport to site
- v. Where group booking members are responsible for their own account, when this information is received, HOST will charge the full stay (to a maximum of four weeks – see 2 (iii) above) against the individuals' payment card
- vi. The HOST cancellation policy (**section 10 Cancellations**) will apply thereafter.
- vii. Should the company request to settle the accounts on behalf of the individual guests, HOST will send the booker an on-boarding credit form which confirms corporate details



- viii. In the event that the company requests a credit account, approval will be sought from NNB for this. Should a credit account with HOST be approved by NNB, then HOST will issue a reference number which will be used for all future bookings from that company
- ix. HOST will request individual guest details one month prior to arrival so that confirmations can be sent out
- x. In the event that a company has credit refused full payment will be requested one month prior to arrival. Should this not be forthcoming the booking will be released.

4. Room Prices

- i. Room prices are determined by a pre-agreed structure. When you make a reservation request, HOST will 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
- ii. Rooms are priced as per room per night and include the room only.
- iii. Rates quoted on the website 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
- iv. HOST may on occasions introduce special rate offers with specific terms of validity. HOST reserves the right to withdraw any such offers without notice.

5. Occupancy

- i. The maximum room occupancy is one adult
- ii. You must not exceed the maximum occupancy for the room allocated to you

7. Paying for your room

- i. Payment may be made by credit/debit card (Visa, MasterCard, Maestro and Electron). The expiry date of your debit/credit card must be later than the end of your stay
- ii. We do not accept personal cheques.
- iii. If you have an individual booking and you are extending your stay, you may pay with credit/debit card or cash at Reception. For Group Booking payments, please refer to Section 2 above.

8. Cancellations

Individual Bookings – Your right to cancel



- i. Rooms may be cancelled by 14.00 hrs, 72 hours in advance of the arrival date and a full refund will be processed to the same debit/credit card as used to make the reservation
- ii. A cancellation reference will be given and must be retained as proof of cancellation
- iii. If you cancel a reservation within 72 hours of your arrival date you will be charged a cancellation fee equivalent of up to three night's accommodation per room booked and for any meals and other extras
- iv. If you decide to shorten your stay you must inform HOST reception at the HOST campus, in which you are staying, by 10:00 on the day before you wish to check out. Otherwise you will be charged a cancellation fee equivalent of up to three night's accommodation per room booked and for any meals and other extras
- v. If you shorten your stay, having booked a promotional rate for a long stay (i.e. 6 nights or more), HOST reserves the right to charge you the full amount for all nights you have not stayed
- vi. You may wish to take out room cancellation or travel insurance in case you need to cancel your reservation

Group Bookings – Your right to cancel

- i. In the event that you need to alter the booking, please telephone the Reservations Team
- ii. For bookings which are cancelled the following cancellation charges apply:
 - a. 72 hours prior to the arrival date – no refunds are available
 - b. 7 days prior to the arrival date - 50% refund
 - c. 30 days prior to the arrival date - full refund with the exception of any direct costs incurred (and substantiated)

Our right to cancel

Your breach

- i. We may cancel your reservation at any time with immediate effect by giving you written notice (which includes email) if:
 - a. you do not pay us when you are required to do so; or
 - b. you break the contract between us in any other way
- ii. 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

- i. We may also cancel your reservation if an event outside of our control (including industrial action, explosion, fire, flooding, failure of power and/or water supplies or emergency evacuation) means that we are unable to make your room available to you
- ii. In this case, we will contact you to let you know as soon as possible and:
 - a. if you have already paid for your room, we will refund your payment to you; or



- b. if you have not yet paid for your room, you will not have to make any payment to us
- iii. 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



9. No Shows

- i. Should you fail to arrive by midnight on the first day of your booked stay HOST reserves the right to release your reservation and charge the appropriate cancellation charge as outlined in the clause above

10. Arrival and departure

- ii. Rooms are available from 14:00 on the arrival date. Please inform the HOST campus reception if you are likely to arrive after 22:00
- iii. Acceptable forms of identification, should this be required, are: a passport, driving licence, SAP card, ID card or police warrant card
- iv. Rooms must be vacated by 10:00 on the day of departure. Failure to leave your room by this time may result in a late check-out charge.
- v. A late check out may be requested in advance at Reception but will be subject to availability
- vi. Should you have booked a car parking space the same check-in and check-out times as for your bedroom will apply

11. Check-in online

- i. HOST uses an App called Keez which can be used to check-in remotely. A link for the App will be sent with booking confirmation
- ii. Keez also provides the user with a virtual room key direct to the smartphone used to check in. Guests are encouraged to use this App in order to avoid any delay on arrival

12. Expectations of you

- i. You must not:
 - a. use any additional electrical appliances not supplied by HOST in the rooms. This includes items such as fridges, toasters, mini cookers, microwaves or portable grills. Failure to adhere to this will result in the appliance being removed by HOST
 - b. smoke anywhere inside any HOST campus buildings. This includes the smoking of e-cigarettes. Permitted smoking areas are identified on site. Smoking on HOST premises outside of the designated smoking area will result in future reservations being placed in jeopardy
 - c. bring any pets onto HOST premises, except for assistance dogs
 - d. bring any potentially dangerous or hazardous materials or equipment onto HOST premises inclusive of any weapon or potential weapon
 - e. tamper with any fire alarms or emergency equipment
 - f. remove, damage or destroy any HOST property
 - g. use any of the technology provided by HOST to download or access any unlawful or obscene material; or



- h. cause unreasonable disturbance to our other guests or any HOST staff
- ii. You must not resell or transfer your reservation (or any part of it) nor advertise, market or otherwise offer any HOST room for sale either on its own or as part of a combined offer. HOST will not honour any reservations made in this way and does not accept any liability for doing so.
- iii. If you are an agent and wish to book rooms at a HOST campus you should contact the reservations office directly.
- iv. If you cause damage or loss of any kind to the campus, other guests or their property, or otherwise breach any of these terms and conditions, HOST reserves the right to:
 - a. hold you responsible for that damage or loss and you shall be liable to pay to HOST on demand the amount required to make good or remedy such damage or loss
 - b. cancel your reservation with immediate effect and (if appropriate) eject you from HOST premises
 - c. retain all sums paid by you and/or charge you the full amount of your reservation; and/or
 - d. refuse future reservations from you and/or refuse you entry or accommodation at any of HOST campuses

13. General

I. Your information

We process information about you that you provide when making a reservation and/or upon check in at our campuses in accordance with our privacy policy and cookie policy. By providing this information you consent (on your behalf and on behalf of each member of your company) to such processing and you warrant that all information provided by you is accurate

II. The contract

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

III. Your rights

As a customer you have certain rights under consumer protection legislation. Nothing in these terms and conditions is intended to affect those rights

IV. Our liability

- i. 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
- ii. We do not accept liability for failure to meet any of our obligations where such failure is due to events beyond our reasonable control



- iii. 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
- iv. 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:
 - a. loss of income, sales or revenue
 - b. loss of business
 - c. business interruption
 - d. loss of profits or contracts
 - e. loss of anticipated savings
 - f. loss of data
 - g. loss of reputation and/or goodwill; or
 - h. wasted management or office time
- v. 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

V. Applicable law

- i. 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
- ii. 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 HOST campus. 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
- iii. If you are making a 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 HOST campus

VI. 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 email info@host-somerset.co.uk or telephone us on 01278 559429