

Suffolk Hospitality Ltd (#15719711) t/a The Suffolk Hotel

The Suffolk Hotel, 9 High Street, Haverhill, Suffolk, CB9 8AA

General Terms & Conditions for Hotel Accommodation & Events (effective from 31/10/24)

These booking terms ('**Booking Terms**') are between the person(s) or legal entity making the booking ('**You/Your**') and the accommodation provider delivering the temporary accommodation services you have selected (the '**Accommodation**'), whose details appear above ('**We/Us/Our**').

These Booking Terms are governed by the laws of England and Wales and apply to all bookings made with The Suffolk Hotel, as further described in the confirmation sent to You by email (the '**Confirmation**').

1. Area of Applicability

1. These general terms and conditions apply to all services and accommodation provided by Us.
2. Should We change Our terms before the termination of a booking, We will inform You of the changes and will assume acceptance if no reply is received within 14 days.
3. These are general terms and shall only form part of a specific contract where We consent in writing to specified points based on individual bookings.
4. By making a booking You accept to be bound by these Booking Terms, confirm that You can enter into a legally binding contract, and confirm that You are over 18 years of age (or any higher age limit specified in Your Booking Confirmation).

2. Services, Payments, Prices and Billing

5. A contract between You and Us comes into effect when We accept a reservation and confirm it, having received either: (i) full payment of the total price; (ii) any deposit amount specified in Your Booking Confirmation; or (iii) a valid payment card successfully pre-authorised for an amount no less than the applicable cancellation fee.
6. Where an online payment is less than the total stay value, the outstanding balance will be collected prior to arrival per the payment schedule in Your Booking Confirmation, or paid at check-in or check-out. A reservation number will be issued in Your Booking Confirmation and must be quoted in all communications regarding cancellations or amendments. You do not have the right to withdraw from this contract.
7. Where a third party makes a booking on behalf of a guest, that third party is jointly liable to the hotel together with the guest as joint debtor. All bookings from third parties must be authorised to trade with us and have an agreement in place. We do not agree to pay any commissions to a third party without an agreement in place.
8. Prices quoted are correct (unless a pricing error occurs) solely for the number of guests, dates, nights and rooms shown in Your Booking Confirmation and include all applicable taxes at the current rate. Taxes are subject to regulatory changes outside Our control.
9. Where booking extras have been selected, costs for those extras and any applicable taxes may be added to the reservation total. The total reservation price does not include costs of goods, services or taxes You choose to incur later during Your stay unless otherwise stated.
10. If We rescind Your stay with good cause, You have no claim for compensation.

11. Your accumulated bill is payable immediately upon receipt without deduction, unless other payment terms are expressly agreed. If payment is delayed, We are entitled to charge interest at 8% above the Bank of England base rate.
12. Should You leave the premises without settling any outstanding balance, We reserve the right to charge the payment card used to secure the room.
13. We may require an advance payment or security deposit upon conclusion of the booking. Failure to make an advance payment within the agreed period entitles Us to withdraw from the booking and claim compensation.
14. In justified cases (e.g. outstanding payment or an extended scope of contract) We may require an increased advance payment or security deposit up to the expected cost of the accommodation.
15. You may only offset or reduce a claim by the hotel where that claim is undisputed or legally established.

IMPORTANT — PAYMENT CARD SECURITY: We may use Your payment card details to guarantee Your reservation in accordance with PCI-DSS security standards, or to collect any deposit due. We may pre-authorise or charge Your card for cancellation fees or further deposits as set out in Your Booking Confirmation. A pre-authorisation is NOT a charge — no funds are taken from Your account — but Your bank may temporarily reduce Your available credit by the pre-authorised amount. Upon settlement, any outstanding pre-authorisation will be either charged or cancelled and replaced with a new charge as required.

3. Cancellation & Changes

16. If You cancel Your booking on or before the cancellation deadline specified in Your Booking Confirmation, a full refund will be given, including any booking extras paid at the time of booking.
17. If You cancel after the cancellation deadline, You will be charged the applicable late cancellation fees as specified in Your Booking Confirmation, and We shall be under no obligation to hold the accommodation for You.
18. If You do not arrive on the anticipated check-in date, We reserve the right to treat the entire booking as cancelled and are under no obligation to hold the accommodation for any alternative date.
19. Where You request an amendment that We cannot accommodate, and the booking is not non-refundable, Your booking may be cancelled with a full refund provided the cancellation occurs on or before the cancellation deadline.
20. If You change the number of guests, dates, room nights or room type, prices are subject to change. Cancellation terms are available on Our website and set out in Your Booking Confirmation. You may cancel using the link in Your Booking Confirmation or contact us directly to discuss amendments.

4. Requests & Special Accommodations

21. Guests do not acquire any right to a specific room unless confirmed by Us in writing.
22. The hotel may require a guarantee for late arrivals.
23. All requests should be treated as such unless confirmed in writing.
24. Standard check-out is at 10:00am. Late check-out may be possible until 12:00pm at a charge subject to availability. Use of the room beyond 12:00 until 14:00 will be charged at 50% of the agreed room rate, and at 100% of the room rate from 14:00 onwards.

25. The latest check-in and check-out times are specified in Your Booking Confirmation. If You wish to check in after the stated latest time, You must notify Us in advance.
26. Failure to check in before the stated latest time without prior arrangement may be treated as a full cancellation of Your booking, entitling Us to retain amounts as stated in the Cancellation Policy.
27. Although We take care in how We present Our accommodation online, We make no specific representation as to its suitability for your individual requirements. If You have concerns about hygiene, health and safety or the quality of Our services, please contact Us before the cancellation deadline. Our total liability (other than for death or personal injury caused by Our negligence or fraudulent misrepresentation) is limited to the price of the Booking.
28. We will not be liable where We have exercised reasonable care and skill, or where failure to perform is caused by factors beyond Our reasonable control. We advise You to take out appropriate travel insurance. You are responsible for any damage or loss caused by You during Your stay and agree to indemnify Us accordingly. We reserve the right to terminate Your booking immediately, without refund or compensation, where You engage in unacceptable behaviour causing significant disturbance or nuisance to Our staff or other guests.

5. Guest Conduct & Property

To protect the comfort of all guests and the condition of Our property, the following charges apply:

29. **Smoking:** The Suffolk Hotel operates a strict no-smoking policy throughout all indoor areas, including guest rooms. Any evidence of smoking in a guest room will incur a deep-cleaning charge of up to £150.00. This charge will be applied to the payment card used to secure the room.
30. **Malicious Damage:** Guests are liable for the full cost of repair or replacement of any hotel property that is deliberately damaged during their stay. Charges will reflect the actual cost of replacement or professional repair, and will be applied to the payment card on file. We reserve the right to pursue further recovery through appropriate legal channels where necessary.
31. **Removal of Hotel Property:** Any items belonging to The Suffolk Hotel that are removed from the premises without authorisation — including but not limited to room fittings, towels, bathrobes, crockery and decorative items — will be charged at their full replacement cost. We reserve the right to charge the payment card used to secure the room.

6. Force Majeure

32. Where it has been agreed that You may rescind without cost within a defined period, We are equally entitled to withdraw.
33. Where an agreed advance payment is not made by the due date, We may rescind the contract and claim compensation for any loss.
34. We reserve the right to rescind a contract with immediate effect in cases of force majeure, including acts of God such as floods, earthquakes or other natural catastrophes.
35. We may also rescind where: fulfilment becomes impossible due to circumstances outside Our control; a booking was made using misleading or false statements material to the contract; We have reasonable grounds to believe that the use of hotel services would jeopardise the smooth operation, security or public reputation of the hotel; or the purpose of the stay is unlawful.

36. We may further rescind where: the hotel is closed; proper accommodation or event facilities cannot be provided due to renovation works; or a guest withdraws from part of a combined accommodation and event contract.
37. In the rare event of a pricing error, We will notify You as soon as reasonably practicable, provide a full refund of any amount paid, and accept no liability for any consequential expenses You may incur.
38. Where We are unable to accommodate You as booked, We will offer alternative accommodation. If the alternative costs less than Your original booking, the difference will be refunded to You. If the alternative costs more and is of a similar or higher standard, We will bear the additional cost.

7. Personal Data

We take the protection of personal data seriously. The information You provide to Us will be processed solely for the purposes of fulfilling Our obligations under this agreement. Your data may also be processed by third-party suppliers who operate Our website, reservation system or payment system, or by the booking channel or travel agency through which Your booking originated, where such transfer is necessary to complete Your booking.

We may also be required to share information with competent financial, judicial, administrative, law enforcement or legal authorities where required by law. One such third party is our software provider High Level Software Ltd t/a Zonal Hotel Solutions (Company No. 08528572). Their privacy policy is available at <https://high-levelsoftware.com/privacy-policy/>. Whilst We have received assurances that these third parties operate in accordance with applicable data protection regulations, We cannot accept responsibility for their use of Your personal data. Any concerns should be directed to those third parties.

By making a booking, You consent to the processing of Your information as described above, including its transfer to the aforementioned third parties. You have the right to request that We delete or return Your personal data after the conclusion of the provision of services, unless applicable law requires otherwise.