
QUEENS HOTEL TERMS AND CONDITIONS

These Terms and Conditions apply to provision of any Services by the Hotel to any customer, other members of a customer's party, and their guest/s and their use of those Services (as "Services" is defined in Clause 1 below) only where the customer and such guest/s are "Consumer/s" as defined by the Consumer Rights Act 2015.

1. Definitions and Interpretation

1. In these Terms and Conditions, unless the context otherwise requires, the following expressions have the following meanings:

"Business"	means any business, trade, craft, or profession carried on by You or any other person/organisation;
"Consumer"	means a "consumer" as defined by the Consumer Rights Act 2015, and in relation to these Terms and Conditions means an individual customer or guest of the Hotel who receives Services for his/her personal use and for purposes wholly or mainly outside the purposes of any Business;
"Hotel/We/Us/Our"	means The Queens Hotel and its premises and place of business, and includes all employees and agents of the Hotel;
"Price List"	means the Hotel's standard price list of Rates. The Price List is available from Hotel reception desk
"Rates"	means the prices payable for provision of room accommodation and (where applicable) other Services;
"Regulations"	means The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013;
"Services"	means provision of accommodation in rooms and any and all other facilities, services and items which We offer at the Hotel, including food and drink [leisure, fitness and entertainment activities];
"You/Your"	means an individual who is a customer of the Hotel who agrees to pay both for him/herself as a paying guest of the Hotel and also for members of his/her party and any of his/her guests;

2. Reservations

1. You may make a reservation for a room in advance through [booking.com](https://www.booking.com) or in person directly at the hotel.
2. When You request Us to make a reservation, You must provide Us with Your identification information including, but not limited to, Your name, address, contact telephone number and email address;
3. You must give Us payment details for any reservation at check-in. We will take Your credit/debit card details and You authorise the use of this card for any sums that become due to Us.

4. Your request to Us to make a reservation for You will be an offer, but whether We accept any such request will be for Us to decide in Our discretion. Only acceptance of the booking will be a binding contract between You and Us for the reservation of a room;
5. You may change Your reservation at any time before You arrive (subject to the cancellation provisions set out in Clause 4 below). We will use all reasonable endeavours to accommodate Your requested changes, but We do not promise that all changes that You request will be accommodated;
6. You may make a booking when You arrive, and if We have availability of the type of room You request at that time, We will accept Your booking request but We cannot promise that any room(s) or particular room(s) requested will be available; and
7. You may request additional nights at the Hotel at any time during Your stay. We will use all reasonable endeavours to meet such a request.

3. Fees and Payment

1. When You request a reservation and We quote any Rate(s), the Rate(s) will apply only to provision of hotel bedroom accommodation.
2. Subject to sub-Clause 3.4 below, and unless We agree a different arrangement with You, We shall give you an invoice for all sums due and payable to Us and You must pay that invoice in full when You check-out from the Hotel;
3. You may pay Us for Services using any of the following methods.
 1. credit / debit card
 2. cash
4. We may alter any of Our Rates without prior notice but if the Rate of any Service increases between the time when You make a booking and the date when the booked room accommodation or other Service is to be provided, any increase in the Rate will not apply to Your booking;

4. Cancellations

1. You may cancel a reservation without charge if You give Us prior notice of at least 24 hours before the earliest check in time for Your reservation. We will refund to You in full any sum (including, but not limited to any deposit) You paid in advance and You will not then owe Us anything;
- 4.2 If You cancel but do not give Us at least prior notice of at least 24 hours before the earliest check in time for Your reservation for cancellation of a reservation, We will be entitled to charge You a Late Cancellation Charge calculated as set out at sub-Clause 4.4 below;
- 4.3 We may, at any time before You check in, cancel a reservation booked by You in the following circumstances:
 - 4.3.1 The required accommodation and/or personnel and/or other resources necessary for the provision of the room are not available due to any cause outside Our reasonable control. If We cancel a reservation in such circumstances, We will offer You alternative accommodation of the same standard or better if it is available. If it is not available or We offer it to You and You decline it, We will refund to You in full any deposit or

other advance payment that You have made to Us for Your reservation;
or

4.3.2 If You have not paid for Your stay in full in advance of check in and You do not arrive by 22:00pm on the first day when You are due to stay at the Hotel. In that case We shall be entitled to re-let Your room after that time unless You have notified Us in advance of Your late arrival and We have agreed to some other time for latest check in. If We cancel under this sub-Clause, We will be entitled to charge You a Late Cancellation Charge as if You had cancelled under sub-Clause 4.2 above. We shall attempt to contact You to inform You of that cancellation; or

4.4 A "Late Cancellation Charge" means and will comprise the net financial loss that We suffer due to Your cancellation. The Late Cancellation Charge shall be limited to whichever of the following is the lesser amount, *either 25%* of the full price of Your booking for the whole duration of the stay that You booked *or* one night's stay at the Rate specified in Your reservation. We may take the Late Cancellation Charge when or after You cancel using the payment details You provided when You made the reservation. We will be entitled to deduct some or all of the Late Cancellation Charge from any sum You paid Us in advance and to keep the amount deducted, and We shall refund to You any balance of the advance payment from You.

5. Check-in and Check-out

1. The earliest check-in time at the Hotel is 14:00pm and the latest time is 22:00pm. We will also permit check-in before or after these times, however we require guests to notify us in advance for early / late arrival requests.
2. The latest time by which You must vacate Your room and check-out from the Hotel is 11:00am. We may beforehand agree at Our discretion to an arrangement for a later time for check-out but if We have not agreed to a later time and You do not vacate Your room and check out by the above latest time of 11:00am We will be entitled to charge You for an additional night's accommodation at the standard applicable rate.

6. Hotel Rules

1. You must conduct Yourself in a reasonable and responsible manner at all times when on Hotel property and must not act in any which may disturb other guests. If You do not, We may ask You to leave the Hotel and in that case, You must immediately pay Us all sums due;
2. You may not smoke in any indoor or outdoor public areas of the Hotel;
3. You may not smoke in any rooms;
4. If You do not comply with sub-Clause 6.3 We may charge You for any and all costs We incur by the Hotel in cleaning the room (including, but not limited to, fixtures, fittings and soft furnishings at £150 per stay) and restoring it to a smoke-free environment;
5. You may not bring an animal into the Hotel except for a guide dog;
6. Any child under the age 16 may only stay at the Hotel if accompanied by an adult aged at least 18

7. We will charge You for any damage caused by You to any Hotel property during Your stay. Charges for damages will be advised depending on the incident.
8. All of the above rules will also apply to members of Your party and Your guests, and You shall be responsible for any breach of the above rules by any of them.
9. We have the right to ban, remove and refuse service of guests that do not comply with our rules.

7. Disabled Customers

1. We fully comply with all laws from time to time in force regulating the treatment of, and provision for, disabled customers; If you have any special requirements pertaining to a disability, You should inform Us of them before You arrive.

8. Limitation of Liability

1. We will be responsible for any foreseeable loss or damage suffered as a result of Our breach of these Terms and Conditions or as a result of Our negligence. We will not be liable for any loss or damages to personal property at the hotel.
2. We provide all Services only for Your personal and private use/purposes. We make no warranty or representation that products, or other goods or materials that We provide or sell are fit for commercial, business, industrial, trade, craft or professional purposes of any kind (including resale). We will not be liable to You for any loss of profit, loss of business, interruption to business or for any loss of business opportunity;
3. Nothing in these Terms and Conditions is intended to or will exclude or limit Our liability or personal injury caused by Our negligence (including that of Our employees, agents or sub-contractors); or for fraud or fraudulent misrepresentation; and

15. Complaints

We always welcome feedback from Our guests and, whilst We always use all reasonable endeavours to ensure that Your experience as a customer of Ours is a positive one, We nevertheless want to hear from You if you have any cause for complaint. If You have any feedback about Our Services or any other feedback about the Hotel or any of Our staff, please raise the matter with hello@qnewport.com

16. No Waiver

No failure or delay by Us or You in exercising any rights under these Terms and Conditions means that We or You have waived that right, and no waiver by Us or You of a breach of any provision of these Terms and Conditions means that We or You will waive any subsequent breach of the same or any other provision.

17. Severance

If any provision of these Terms and Conditions is held by any competent authority to be invalid or unenforceable in whole or in part the validity of the other provisions of these Terms and Conditions and the remainder of the provision in question shall not be affected.

18. Law and Jurisdiction

1. These Terms and Conditions, the Contract, and the relationship between you and Us (whether contractual or otherwise) shall be governed by, and construed in accordance with the law of England & Wales
2. As a consumer, you will benefit from any mandatory provisions of the law in your country of residence. Nothing in Sub-Clause 18.1 above takes away or reduces your rights as a consumer to rely on those provisions.
3. Any dispute, controversy, proceedings or claim between you and Us relating to these Terms and Conditions, the Contract, or the relationship between you and Us (whether contractual or otherwise) shall be subject to the jurisdiction of the courts of England, Wales, Scotland, or Northern Ireland, as determined by your residency.