

Clifton House Hotel - Terms & Conditions

- 1 Prices are per room per night and include Full English breakfast and all taxes.
- 2 Guests must cancel or modify all reservations 48 hours before the date of arrival, and no charge will be taken. If the cancellation or modification is after this time, the first night or 50% of the total reservation amount is taken, **which ever is higher**. For reservations with multiple rooms this applies to each room. Please also note all cancellations or modifications must be made in writing, either by fax or email. Cancellations over the phone will not be accepted.
- 3 Check in time is any time after 13:00pm. If guests arrive before, we can offer to hold luggage at the hotel. Check out time on the date of departure is 11:00am.

If the room is not vacated by this time, the customer will be subject to another night.

Equally we offer the service to guests where we can hold luggage after 11:00am until the end of the day on the date of departure.

- 4 Your booking is governed by Scottish law and is subject to the exclusive jurisdiction of the Scottish courts. The booking confirmation and these terms represent the entire agreement between the Clifton House Hotel and you.

You confirm that you have not entered into the contract with the Clifton House Hotel on the basis of any representation not expressly incorporated into these documents.

- 5 The Clifton House Hotel does not accept liability for any omissions or errors and reserves the right at any time to change information published on the site.

The Clifton House Hotel does not accept liability for any loss either indirect or consequential that may arise from the use of or connected with the Clifton House Hotel web site or for any products or services purchased from the Clifton House Hotel web site.

- 6 Any complaint about the booking service must be notified to the Clifton House Hotel in writing or by email as soon as possible.

Any complaint regarding the hotel must be brought to the attention of the hotel management as early as possible during your stay and, if not resolved to your satisfaction, should be notified to the Clifton House Hotel in writing.

- 7 Passport, visa and health requirements for you and your party are your responsibility. You are strongly recommended to obtain travel insurance against cancellation.
- 8 You warrant that you are at least 18 years of age. All bookings are personal to you and may not be sold, assigned or otherwise transferred.
- 9 If our hotel reservation confirmations are used inappropriately as means of VISA application, an admin fee will be charged and the customer will be reported to the local authorities.
- 10 Guests are liable for any damage to Clifton House Hotel property and must pay a fee to cover the cost of replacing damaged items (£50 minimum).