

THE BLACK HORSE HOTEL

GROUP TERMS AND CONDITIONS

INTRODUCTION

Upon making a group booking with us, you agree to adhere to our terms and conditions outlined below. Once a deposit has been taken, both parties are bound to this agreement.

We reserve the right to amend these terms and conditions at any time, and you should therefore check them each time you make a new reservation. The terms and conditions applying to your booking will be those in place on the date you made your reservation.

RESERVATIONS

Please check that your group booking details are complete and accurate; we will not be liable for any errors resulting from incorrect information provided by you or anyone within your organisation.

A reservation is not considered secure without a deposit. A deposit is payable within **two weeks** of the agreement. If a deposit is not paid by that time, the accommodation will be released back to the general sale and not re-booked until the full deposit is received.

PRICES AND DEPOSITS

When you request to book, we will send you a total price for the rooms, number of nights and any additions you have requested. The rates you pay are the rates quoted at the time you make the reservation.

To secure a booking, we will require a **£40** deposit per room booked. This deposit secures your booking and binds both parties into the agreement. We will not consider the booking secure, or the agreement binding until the appropriate deposit has been taken.

All prices are inclusive of VAT at the applicable rate at the time of reservation.

The final balance for the group booking is due **14 days** before the group's arrival. We reserve the right to take this payment from the card details you provided upon booking should, for whatever reason, you fail to settle the outstanding amount by BACS or phone.

You are required to give details of final numbers staying at the hotel when requested by us and in any case, not less than **14 days** before the groups arrival. The acceptance of any increase over the previously advised details is up to our discretion. We reserve the right to charge in full for any decrease from the final numbers given less than **two weeks** before the arrival date.

If the guaranteed maximum is exceeded, we will make every reasonable endeavour to provide service and accommodation for increased numbers. We will charge appropriately for providing this service. We cannot be held responsible for the failure to provide such accommodation or service.

CANCELLATIONS

As deposits are non-refundable, any cancellations made up to **6 weeks** before the arrival date will be eligible to have their deposit transferred to the main group booking, exchanged for a cancellation voucher or moved to another date. After that time, the deposit becomes non-transferable.

25% of the booking can be cancelled or amended up to **72 hours** prior to arrival.

No refunds will be given if changes or cancellations are made with less than 72 hours' notice.

Booking cancellations or changes to over 25% of the total booking made **two weeks** prior to arrival will incur 100% of the total anticipated charges.

At periods such as the Grassington 1940s Festival, Dickensian Weekends, Christmas and New Year Eve, full payment will be taken 30 days prior to arrival. During these periods' cancellations with less than 30 days' notice will be charged in full, but this is subject to successful re-let.

We may, at any time (including during the groups stay), cancel your guest's reservation with immediate effect if they break the agreement with us in any way, including, but not limited to

- unacceptable or abusive behaviour,
- breaches of our smoking policy,
- damage to property,
- underage drinking and child endangerment,
- misuse of internet facilities provided by us.

PAYMENT METHOD

You must provide valid card details to secure a booking unless otherwise agreed with the hotel management. We accept Visa Debit, Visa Credit, Maestro, Mastercard and Amex for card payments and deposits. We do not accept cheques.

ARRIVAL AND DEPARTURE

Rooms will be available for occupancy from 3:30 pm on the date of arrival. You must inform us if your check-in time is likely to be later than 9:30 pm. Unless otherwise agreed with us before your guests' stay, rooms must be vacated by 11 am on the date of departure. Failure to leave the room by this time may result in you incurring a late check-out charge of £35.

OCCUPANCY

You must not exceed the maximum occupancy allocated to your group without prior agreement. We reserve the right to conduct checks on occupancy. Occupancy is not transferable.

A travel cot is available upon request, and subject to availability, for those with small children at no extra cost. Bedding for this is also available at a surcharge.

SPECIAL REQUESTS

Although we will try to accommodate special requests, these are subject to availability, and you may incur extra charges.

ACCESSIBILITY

Please be aware that all our rooms on the property are upstairs and are therefore not wheelchair accessible.

We will always endeavour to make reasonable adjustments for any special needs or requirements once we know these. If we cannot make adjustments that suit your guest's requirements, we will let you know at the earliest opportunity.

DOGS

We are a dog-friendly establishment and allow dogs in our bar area, hotel rooms, and part of our restaurant area.

Dogs are not to be left unattended in hotel rooms or on any part of the premises. Our guests must keep dogs on a leash and under control in all public areas. Dogs are the responsibility of those who have brought them on to the hotel grounds.

We reserve the right to eject or bar from entry any unruly dog which is out of control or causes damage to the property and its grounds.

Those who have severe reactions to animal fur and dogs should be aware that dogs are permitted in all customer areas on the premises. Therefore we cannot guarantee that the guests will not come into contact with these potential allergens.

OUR EXPECTATIONS OF BEHAVIOUR

Your guests must not:

- Smoke anywhere inside the property (see smoking policy).
- Bring any potentially hazardous materials or equipment onto our property.
- Tamper with any fire alarms or emergency equipment.
- Prevent management, housekeeping or maintenance from access to their room.
- Remove, damage or destroy any property that is not their own.
- Use any electrical equipment that could set off a fire alarm.
- Cause significant distress or disruption to the stay of another guest.
- Make excessive noise in the hotel corridors or rooms that might disrupt the stay of other guests.

- Resell or transfer their reservation (or any part) without the management's express authorisation.

IF THERE IS A BREACH OF THIS AGREEMENT, WE RESERVE THE RIGHT TO:

- Cancel their reservation with an immediate effect and (if appropriate) eject them and their companions from the premises.
- Restrict their access to the hotel, bar and restaurant, or any other part of the property.
- Refuse future reservations for them.

We will not be liable for any refund in the event of such circumstances. We reserve the right to cancel or decline reservations made and stays in the progress of those who have previously breached these Terms and Conditions, whether the reservation is in that name or not.

LICENSE

As we are functioning and fully licensed pub guests should expect some noise levels to occur on busy evenings and special events such as New Year's Eve, Halloween Disco and Christmas Eve Disco.

On certain evenings such as the 1940's Weekend, Christmas Eve and Halloween we have live music in our bar area. We will advise you of this at the time of your booking.

Whilst we do all we can to ensure noise levels are not disruptive to our guests' comfort, there is the chance that some noise may occur. If you wish to request a quieter room for one of your guests, we will endeavour to ensure that they are placed in one, upon prior request, but this is subject to availability.

Our license does not extend extra drinking time or rights to hotel guests, and guests are subject to the same licensing restrictions regarding the sale of alcohol as non-resident customers.

SAFEGUARDING

Under the law, it is our responsibility to make sure that suitable control measures are in place to protect children from harm. To adhere to the law, we reserve the right to ask any guest for valid, photographic ID, such as a passport or driving license, and securely record a copy of this information. We also reserve the right to securely store information such as name, address and date of birth in the interest of safeguarding. We reserve the right to share this information with appropriate authorities if we receive a valid police request. We reserve the right to conduct inspections of rooms should there be any concerns regarding the safeguarding of children from harm.

We reserve the right to eject or bar from entry any persons with valid concerns regarding safeguarding. In such an event, we may call appropriate authorities.

JURISDICTION

This agreement shall be governed and construed in accordance with the Laws of England and the Parties irrevocably submit to the exclusive jurisdiction of the English courts.

OUR LIABILITY

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 direct losses and a reasonably foreseeable consequence of such breach.

In the event of "Force Majeure" (meaning any circumstance beyond the control of the hotel, including, but not limited to, acts of God, fire, explosions, adverse weather conditions, flood, earthquake, local terrorism, riot, civil commotion, war, hostilities, strikes, work stoppages, lack of power and materials shortages) nothing shall excuse the client from any payment obligations under the contract. We shall retain the deposit, and the client's event shall be rescheduled to a mutually agreeable, alternative date.