



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

The Suffolk Hotel, 9 High Street, Haverhill, Suffolk, CB98 AA

General Terms & Conditions for hotel accommodations & holding events (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 who delivers the temporary accommodation services you have selected (the 'Accommodation') whose address and other details appear above ('We, Us, Ours, Our').

These Booking Terms are for the provision of accommodation services ('Booking(s)'), for the accommodation. You have selected, as further described in the confirmation sent to You by email (the 'Confirmation'). These Booking Terms are governed by the laws of England and Wales and apply to all Bookings

Area of applicability

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



Services, Payments, Prices and Billing

1. Bookings are made and a contract between You and Us comes into effect when We accept a reservation from You. A reservation is deemed accepted when We have confirmed Your reservation and received either:
 - (i) a full payment of the total price; or
 - (ii) the payment of any other deposit amount specified at the time of booking as stipulated in Your Booking Confirmation or
 - (iii) a valid payment card successfully pre-authorized for an amount that is no less than the value of any cancellation fee stipulated on Your Booking Confirmation.
2. Where your online payment is less than the total value of the stay, the balance will either be collected from You prior to arrival according to the payment schedule set out Your Booking Confirmation, or paid on either check-in or check-out, or at another time if agreed in writing between You and Us. When Your Booking is confirmed by phone and/or email, a reservation number is issued and displayed in Your Booking Confirmation. This number must be retained and quoted in all communications should any cancellation or amendment be necessary. Notwithstanding your rights under the Cancellation Policy set out in Your Confirmation, you do not have the right to withdraw from this Contract.
3. If a third party makes the booking for the customer, it is liable to the hotel as the booking party together with the customer as joint debtor.
4. Prices quoted are correct (unless a Pricing Error occurs) only for the specific number of guests, dates, nights, and rooms shown in Your Booking Confirmation. Prices are quotes in the currency shown in this confirmation. The total reservation price quoted in Your Booking Confirmation includes the taxes applicable at the time of booking, at the current rate, including without limitation sales taxes, value added taxes or local taxes, which may be itemized separately. Taxes are subject to changes in the applicable regulations that are not under Our control, provided that such changes were not in the public domain at the time of booking.
5. If You have selected booking extras, where applicable the cost of these extras and any applicable taxes may also be added to the reservation total for Your Booking, including those induced by third parties. The reservation total price does not include the costs of goods, services, or taxes that You may choose to incur later during Your stay (unless otherwise stated).



6. If We rescinds Your stay with worthy cause, you have no claim for compensation.
7. Your bill accumulated is payable immediately upon receipt of it, without any deduction unless other payment terms are expressly agreed upon. We are entitled to render accumulated claims for payment at any time and to demand immediate payment. If payment is delayed, the hotel is entitled to claim interest for delay amounting to 8% above the base rate of the bank of England. We are at liberty to prove that the damage is greater.
8. Should you leave the premises without settling the outstanding balance, we reserved the right to charge the card used to secure the room.
9. We are entitled to demand upon conclusion of the booking an appropriate advance payment or security deposit in the form of a credit card guarantee or similar from the customer. If an advance payment is not made within the agreed period, we can withdraw from the booking and claim compensation for damages.
10. In justified cases (e.g., outstanding payment by the customer or extending the scope of the contract) We are entitled to demand an increase of the advance payment agreed in the contract or an increased security deposit amounting to the expected costs of the accommodation. We are further entitled to demand an appropriate advance payment or a security deposit from the customer at the beginning and during the customer's stay, provided that such an advance payment or security deposit was not already paid in accordance with the above provisions.
11. You can only settle or lower a claim by the hotel with an undisputed or valid claim.

*IMPORTANT - We may use Your payment card details to guarantee your reservation according to PCI-DSS security standards, or to collect any deposit due at the time of booking. We may also pre-authorize or charge your card for any cancellation fee that may arise, or for any further deposit that falls due later, according to the terms and schedule set out in Your Booking Confirmation. If your card was charged prior to arrival, any amount charged to your card prior to arrival, shall be deducted from any outstanding balance due on Your Booking. If your card was pre-authorized prior to arrival, we shall apply the charge to your card for the amount preauthorized, or alternatively, cancel the pre- authorization and apply a new charge instead. **A pre-authorization is NOT a charge, and no monies are taken from your account, but your bank may choose to temporarily reduce the credit limit available on your card by the pre-authorized amount.** Therefore, when You settle Your bill, We will make sure that any outstanding pre-authorization is either charged or cancelled and replaced by a new charge as needed.*



Cancellation & Changes

1. If You cancel Your Booking on or before the cancellation deadline specified in the Cancellation Policy section on Your Booking Confirmation (the 'Cancellation Deadline') a full refund will be given to You including any booking extras paid at the time of Your Booking.
2. If You cancel Your Booking after the Cancellation Deadline, You will be charged the applicable late cancellation fees as specified in your Booking Confirmation, and where applicable, any booking extras that have been pre-ordered on Your behalf, and We shall be under no obligation to hold the accommodation for You.
3. If You do not arrive on the anticipated date of check-in stipulated on Your Confirmation, We are in our right to consider that you have cancelled the entire Booking and We shall not be under any obligation to hold the accommodation for You on any other date.
4. Should You request an Amendment that We are not able to accommodate, unless a non-refundable booking, Your Booking may be cancelled, and a full refund given to You, provided that such cancellation or amendment occurs on or before the Cancellation Deadline, failing which the terms described in this Cancellation clause shall apply.
5. If You change the number of guests, dates, room nights or room type ('Amendment'), then our prices are subject to change. Cancellation terms are displayed on our Website at the time of booking, specified on your online confirmation, and set out under the Cancellation Policy section of the Booking Confirmation sent to You by email. You may cancel Your Booking yourself by using the link provided in your Booking Confirmation. Should you wish to modify the terms of Your Booking, you must contact Us to discuss any other Booking amendment.

Requests & Special Accommodations

1. The customer does not acquire any claim for the availability of a particular room unless the hotel confirmed the availability of a particular room in writing.
2. The hotel is entitled to demand a guarantee for late arrivals.
3. You should consider all requests as such, unless confirmed in writing.



4. On the agreed day of departure, check-out is at 10:00. We can arrange late check out until 12:00. After that time We can charge 50 % of the agreed price of the room for the additional use of the room up until 14:00, and 100 % from 14:00. Possible further claims for compensation for damage from us are reserved.
5. The latest arrival (check-in) and departure (check-out) times are specified on Your Booking Confirmation. Should You wish to check-in later than the specified latest check-in time You must confirm this to Us directly.
6. If You attempt to check-in later than the stated times without prior arrangement, or fail to check-in at all, We may cancel the entire Booking and retain any amounts We are entitled to retain as stated in the Cancellation Policy section of Your Booking Confirmation. Failing to arrive before the latest check-in time shall be deemed to be a full cancellation of your Booking, and the accommodation may no longer be held for You.
7. Although We take great care in how we present our accommodation online, We do not make any particular representation as to the suitability of Our accommodation to your specific requirements. Should You have any specific concerns relating to hygiene, health and safety practices or the quality of our services, or if You would like to check the specific conditions of stay, please contact us directly BEFORE the cancellation deadline, and We will do our best to address these. Other than for death or personal injury caused by Our negligence or fraudulent misrepresentation, Our total liability to You is limited to the price of the Booking and in no circumstances will We be responsible for any indirect or special damages.
8. We will not be liable to You where We have exercised reasonable care and skill in our provision of the selected accommodation services to You. We will not be liable for failure to perform to the extent that the failure is caused by any factors beyond Our reasonable control, including the provision of said accommodation services. We therefore advise that You take out the appropriate travel insurance cover. You are responsible for any damage or loss caused by You during Your stay with Us, including any damage to Our property by Your act, omission, default or neglect and You agree to indemnify Us and You agree to pay Us on demand the amount reasonably required to make good or remedy any such damage or loss. Further, we reserve the right to terminate Your Booking immediately without being liable for any refund or compensation where You engage in unacceptable behaviour that causes a significant disturbance or nuisance to Our staff or to other guests on Our premises.



Force Majeure

1. If it has been agreed that You can rescind without incurring costs, within a defined period, we are also entitled to withdraw.
2. If an agreed advance payment or an advance payment claimed based on these general terms and conditions is not paid by the due date, we are also entitled to rescind the contract. Moreover, we can claim compensation for damages from the customer.
3. We reserve the right to rescind the contact with immediate effect, for example acts of God (i.e. Events, such as floods, earthquakes, or natural catastrophes)
4. Other circumstances which We are not responsible for make the fulfilment of the contract impossible; - bedrooms and other rooms are intentionally booked using misleading or false statements about facts which are material to the contract, e.g. who the customer is or the purpose of the stay; - the hotel has justified reason to assume that the use of hotel services can put at risk the smooth operation of the business, the security or the public reputation of the hotel, unless this is attributable to the hotel's sphere of responsibility; - the purpose or reason of the stay is illegal.
5. Of these general terms and conditions; - We are closed; - proper accommodation and/or proper facilities for an event are not guaranteed because the hotel is being renovated; - the customer withdraws from a part of the contract in the case of a combined accommodation and event contract.
6. On the rare occasion that an error in pricing occurs and We cannot accept Your reservation, even after We have issued a Booking Confirmation, We will notify You as soon as We reasonably can and refund the amount paid in full without any liability for the error or omission. You agree that We will not be liable for any additional expenses You may incur because of this error or omission.
7. In the rare case that We are unable to accommodate, You as per Your Booking, You will be offered alternate accommodation and if there is a difference in the Price, We will be liable for the price differential. If the differential is less than the original value of Your Booking a refund of the difference will be made to You. If the differential is more than the original value of Your Booking, and provided that Your alternative accommodation is of a similar or higher standard to Your original Booking, the differential cost will be borne by Us.



Personal data

We take the protection of personal data very seriously. We may process the information You provide to Us for the sole purposes of completing our duties under this Agreement. Your Data may also be processed by third party suppliers who operate Our Website, Our reservation system or Our payment system, or to the booking channel(s) or travel agencies through which Your booking originated, where the transfer of Your data is necessary for the successful completion of Your Booking. We may also be required to communicate certain information or documents to the competent financial, judicial, administrative, law enforcement or legal authorities, where they have made such a request or to the extent necessary or required under applicable law and regulations. Whilst we have been given assurances that these third parties operate in conformance with Global Data Protection Regulations, we cannot accept any responsibility whatsoever for how they may use your personal data. If you have any concerns you should address them to these third parties directly. One such third party is our software provider High Level Software LTD Trading as Zonal Hotel Solutions (Company Number: 08528572). High Level Software LTD Trading as Zonal Hotel Solutions privacy policy is available on <https://high-level-software.com/privacy-policy/>

By making a Booking, You consent to the processing of information as described above including the transfer of Your information to the aforementioned third parties. You have the right to request that We delete or return your personal data (in such format as reasonably determined by Us) after the end of the provision of the Services, unless applicable law requires otherwise.