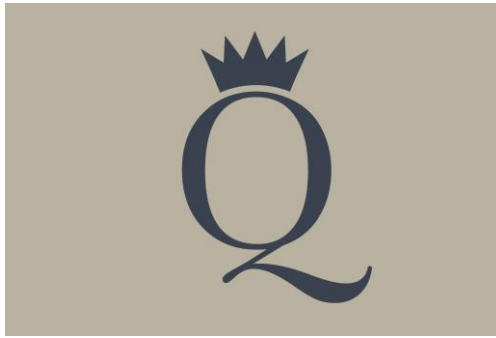


Terms and Conditions for Hotel Bookings

1. **Applicability:** These Terms and Conditions govern all direct and online reservations made with The Q Boutique Hotel LTD (Trading as Queensmead Hotel) ("Hotel"). By making a reservation, you ("Guest") agree to be bound by these Terms and Conditions.
2. **Booking Confirmation and Payment:** Upon successful booking, you will receive confirmation via email with your reservation details and a unique booking reference number.
3. **Payment Terms:**
 - 3.1. Full prepayment at the time of booking: This applies to all reservations unless a specific rate plan states otherwise.
 - 3.2. Non-refundable rates: Full payment is due at the time of booking for non-refundable rates.
 - 3.3. Flexible rates:
 - 3.3.1. For reservations made over £500, a 10% deposit is due at the time of booking. The remaining balance must be paid prior to or on arrival.
 - 3.3.2. For reservations under £500, a £50 deposit is due at the time of booking. The remaining balance (if any) must be paid prior to or on arrival.
4. **Cancellations and Modifications:** In the event of cancellation, the following rules apply:
 - 4.1. Cancellations more than 14 days prior to arrival: A full refund will be issued for all payments made, including any deposit or full prepayment.
 - 4.2. Cancellations between 14 days and 72 hours prior to arrival:
 - 4.2.1. If a deposit was paid, it will be forfeited as a cancellation fee. You will not receive a refund for the deposit amount.
 - 4.2.2. If full prepayment was made, a cancellation fee equal to 50% of the total reservation cost will be deducted from your refund. You will receive the remaining amount (total cost minus cancellation fee).
 - 4.2.3. Cancellations within 72 hours of arrival: You will be charged the full cost of the reservation, including any deposit or full prepayment. No refund will be issued.
 - 4.3. No-shows: You will be charged the full cost of the reservation, including any deposit or full prepayment. No refund will be issued.



5. **Additional Information:**

- 5.1. All reservations require confirmation with a valid credit card.
- 5.2. Specific payment terms may apply depending on the chosen rate plan.
- 5.3. We recommend reviewing the specific rate plan details before making your reservation.
- 5.4. Changes to reservation dates or room type may be subject to availability and additional charges.
- 5.5. Modification requests made within 72 hours of arrival may be denied or subject to higher fees.

6. **Force Majeure:** The Hotel shall not be liable for any cancellation or modification of a reservation due to circumstances beyond its reasonable control, such as natural disasters, acts of war, or terrorism.

7. **Check-in and Check-out :** Standard check-in time is 14.00pm and check-out time is 11:00am. Early check-in and late check-out may be available upon request and subject to availability and additional charges. Please notify the hotel in advance if you require early check-in or late check-out.

7.1. **Early Check-Out:** Early check-out does not entitle the Guest to a refund of any portion of the stay

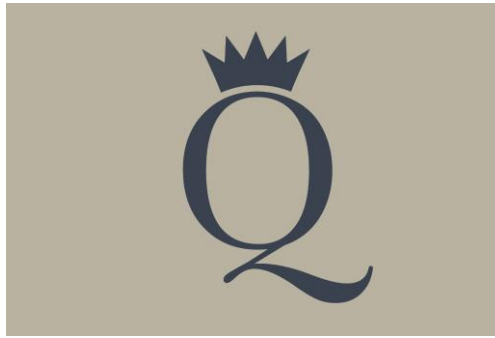
7.2. **Late Check-Out:** Late check-out fees may apply if the room is not vacated by the designated check-out time.

8. **Identification and Guest Registration :** All guests staying at the hotel must present a valid government-issued photo ID upon arrival. The registered guest is responsible for ensuring all occupants abide by these Terms and the hotel's policies.

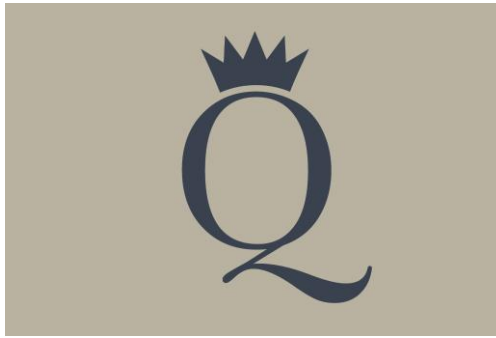
9. **Guest Conduct:** Guests are responsible for their own conduct and the conduct of their guests within the Hotel. Any behaviour deemed disruptive or harmful to the property or other guests may result in the immediate termination of the reservation without refund.

10. **Rates and Taxes:** All rates quoted are subject to applicable taxes and service fees, which will be clearly displayed during the booking process. Rates may change at any time without prior notice.

11. **Room Occupancy:** The maximum number of occupants per room is indicated in the booking confirmation email. Exceeding the maximum occupancy may result in additional charges or refusal of accommodation.



12. **Smoking Policy:** The “Hotel” is a non-smoking facility. Smoking is strictly prohibited in all guest rooms & public areas it is only permitted in designated smoking areas. Failure to comply with the smoking policy will result in a fine of £150 plus additional cleaning fees or even eviction from the hotel.
13. **Pets:** Please refer to the Hotel's pet policy
14. **Property Damage and Liability:** Guests are responsible for any damage caused to the hotel property or furnishings during their stay. The hotel reserves the right to charge the guest's credit card for any such damage.
15. **Disclaimer of Warranties:** The hotel makes no warranties, express or implied, regarding the quality, suitability, or fitness of the hotel or its services.
16. **Force Majeure :** The hotel shall not be liable for any failure to perform its obligations under these Terms due to any cause beyond its reasonable control, including acts of God, war, terrorism, strikes, or natural disasters.
17. **Governing Law and Dispute Resolution:** These Terms & Conditions are governed by and construed in accordance with the laws of England & Wales. Any dispute arising out of or relating to these Terms shall be submitted to the exclusive jurisdiction of UK Court of Law.
18. **Dispute Resolution:**
 - 18.1. Any dispute arising from these Terms and Conditions shall be subject to the exclusive jurisdiction of the Courts of England & Wales.
 - 18.2. In the event of a dispute, Guest agrees to first attempt to resolve the dispute amicably with Hotel management. If no amicable resolution is reached, Guest may then initiate formal legal proceedings.
19. **Entire Agreement:** These Terms constitute the entire agreement between you and the hotel with respect to the subject matter hereof and supersede all prior or contemporaneous communications, representations, or agreements, whether oral or written.
20. **Amendments:** The hotel reserves the right to modify these Terms at any time without prior notice. The amended Terms will be effective immediately upon being posted on the hotel's website or delivered to you by any other means.



21. Contact Information: For any questions or concerns regarding these Terms, please contact the hotel at 01983 862342 or admin@queensmeadhotel.co.uk.