

## **Hawkstone Hall and Gardens Bedroom Reservation Terms and Conditions**

### **1. Introduction**

These terms and conditions govern the reservation of bedrooms at Hawkstone Hall and Gardens. By making a reservation, you agree to be bound by these terms and conditions.

### **2. Reservations**

2.1. Reservations can be made online, by phone, or via email. 2.2. A valid credit/debit card is required to secure your reservation. 2.3. Full payment is due at the time of booking, unless otherwise specified.

### **3. Rates and Charges**

3.1. All rates are quoted in GBP and include VAT unless stated otherwise. 3.2. Rates are per room per night, based on double occupancy, and include breakfast unless specified otherwise. 3.3. Additional charges may apply for extra services such as additional meals, spa treatments, or special requests.

### **4. Check-in and Check-out**

4.1. Check-in time is from 3:00 PM. 4.2. Check-out time is by 11:00 AM. 4.3. Late check-out is subject to availability and may incur additional charges.

### **5. Cancellation and No-Show Policy**

5.1. Cancellations made more than 48 hours before the check-in date will receive a full refund. 5.2. Cancellations made within 48 hours of the check-in date will incur a charge equivalent to the first night's stay. 5.3. No-shows will be charged 100% of the total reservation amount.

### **6. Modifications to Reservations**

6.1. Reservation modifications are subject to availability. 6.2. Date changes within 48 hours of the check-in date may incur a fee. 6.3. Any reduction in the length of stay within 48 hours of the check-in date may incur a charge.

### **7. Special Requests**

7.1. Special requests are subject to availability and cannot be guaranteed. 7.2. Any additional costs incurred for special requests will be added to your bill.

## **8. Guest Responsibilities**

8.1. Guests are responsible for any damage caused to the property during their stay.

8.2. Hawkstone Hall and Gardens reserves the right to charge for any damage or missing items after check-out. 8.3. Guests must comply with all property rules and regulations during their stay.

## **9. Limitation of Liability**

9.1. Hawkstone Hall and Gardens is not liable for any loss, damage, or injury suffered by guests during their stay, except where such loss, damage, or injury is caused by the negligence of the hotel. 9.2. Personal belongings are the responsibility of the guests.

## **10. Privacy and Data Protection**

10.1. All personal data provided during the reservation process will be handled in accordance with our Privacy Policy. 10.2. By making a reservation, you consent to the collection and use of your personal data as described in our Privacy Policy.

## **11. Governing Law**

These terms and conditions are governed by the laws of England and Wales. Any disputes arising out of or in connection with these terms and conditions shall be subject to the exclusive jurisdiction of the courts of England and Wales.

## **12. Contact Information**

For any queries or assistance regarding your reservation, please contact us at:

Hawkstone Hall and Gardens Address: [Insert Full Address] Phone: [Insert Phone Number] Email: [Insert Email Address]

By proceeding with the reservation, you acknowledge that you have read, understood, and agreed to these terms and conditions.