

Standard Booking Terms & Conditions

(Please refer to Events and Wedding packages/brochures for additional terms)

Payment

You will be asked to provide a credit card (or debit card) at the time of the booking to secure your reservation. A deposit or full payment is required in advance; by booking you are authorising the debiting of the card provided and agreeing to these terms and conditions.

We accept the following methods of payment: Cash, Mastercard, Visa Card (credit & debit) & American Express.

We do not accept Diners Card for payment.

The hotel does not accept personal or company cheques for payment.

The Guest must pay all outstanding charges on departure from the Hotel unless previously agreed credit terms have been authorised

VAT

All charges quoted for the provision of the services are inclusive of any Value Added Tax at the applicable rate at the tax point unless otherwise stated. Therefore any alteration between Taxes at point of booking to provision of service will be charged appropriately.

Deposits

The full amount of your stay including any gifts purchased will be debited at the time of booking for advanced purchase rate bookings and this payment will be non-refundable and non-transferable.

Bookings made for a mid-week stay - Monday, Tuesday, Wednesday or Thursday - will require credit or debit card details to secure bookings.

For bookings made for a weekend stay - Friday, Saturday or Sunday - a non-refundable deposit of £40.00 per room will be charged

All deposits and gift payments are non-refundable

Cancellation / Non-Arrival

Cancellations can be made up to 4pm on the day **prior** to your day of arrival. Cancellations made after this time and non-arrivals will be charged the room rate in full.

All deposits are non-refundable, in the event of cancellation or non-arrival.

Change of booking details

Change of dates will be accepted up to 4pm on the day **prior** to your day of arrival.

Deposit monies will be transferred to new date.

Rate for new date will be as per published hotels rates.

No online discounts can be carried forward for change of dates.

Only one change of date is permitted per booking.

Arrival and Departure

Guests may check in from 2.00pm onwards on the day of arrival.

On arrival guests will be asked to produce the **Credit or Debit** card used when booking in order for a pre-authorisation to take place. Please note this is not a charge to the card.

We will require cash-only guests to pay full accommodation amount on check-in and leave a £100 per night cash deposit, the balance of which will be returned on departure, as appropriate.

Additional Guests

Children of 5 years to 14 years are charged at £10.00 per child when sharing a room with 2 adults.

Children under the age of 5 years stay free of charge.

Third person sharing will be charged at £40 B&B.

All meals will be charged as taken for additional guests.

Dinner reservations

Dinner should be booked in advance to guarantee your preferred times.

Guests on a DBB rate will have a table reserved however they should reserve their time at point of booking to ensure it is suitable. Guests on B&B should book if required as we cannot guarantee availability.

Guests staying on Dinner Bed & Breakfast have an allowance to use towards dinner in The Orangery Restaurant, in accordance with the rate booked. Supplements may apply, drinks are not included. The allowance is per night and no credits or refunds can be offered.

A full dinner menu is provided for tables up to and including 10 adult guests. For larger parties a reduced menu will be provided. Please contact the restaurant for specific arrangements.

Dogs

Only assistance dogs are permitted at the hotels, and by prior arrangement

Parking

Parking is provided free of charge subject to availability. The hotel cannot accept any liability for damage or theft from your vehicle whilst parked in the hotel grounds.

Guest Feedback

In the unlikely event that you have an issue during your stay we advise you to bring it to the attention of the hotel management at the time to enable us the opportunity to rectify the problem during your stay.

Damage to hotel property

The hotel reserves the right to charge for the repair or replacement of any items damaged during your stay.

Liability

The Company does not accept liability for loss or damage to any object, equipment, furniture, stock or any other property brought onto the premises by the Guest or persons authorised by the Guest. Cloakrooms are provided for the convenience of the Guests but any property deposited there is entirely at your own risk.

Lost property will be stored within the hotel for 3 months before disposal. Please contact the hotel directly as soon as possible to report any lost items. Any cost of postage will be recharged.

The Company will endeavor to assist Guests with storage of their equipment etc however it excludes liability for the loss or damage of those items.

Hotel Proprietors Act 1956

This Agreement does not affect any rights, which the Guest may have under the Hotel Proprietor's Act 1956, where this act applies.

Force Majeure

The Company shall not be in breach of the booking Agreement if it does not provide the services under this Agreement due to the following circumstances:

- Industrial action by the Company's employees
- Industrial action by the staff of one of the Company's suppliers
- Fire, lighting, explosion, riot, civil commotion, malicious damage, extreme weather conditions, storm, flood, burst pipes, earthquake, terrorism and the Hotel being damaged or destroyed.
- Breakdown of machinery, or any failure to supply the Hotel with gas, electricity, water and so on, outside the control of the Company.

If any of the above occurs the Company will do its best to avoid any inconvenience to you or your Guests.

LP Rewards

LP Rewards is operated by The Lewis Partnership and Staffordshire Pub Company utilising the ComoSense App.

Participation in the LP Rewards loyalty scheme is considered as acceptance of the latest terms and conditions.

We can cancel, withdraw or alter the scheme, including these terms and conditions or any individual LP Rewards account at any time without notice.

Use of LP Rewards is personal to you and you may not share or transfer your points.

Change of name, contact details and email address must be notified to us as soon as possible. These changes can be made via LP Rewards App under My Profile / Update.

We can take any action we consider appropriate, including removing or suspending a LP Rewards account and any points accrued if we feel there is good reason to do so or have reason to believe you are abusing the scheme or associated offers.

Spending and accruing points may be subject to network availability at the venue.

You can withdraw from LP Rewards at any time. By leaving LP Rewards you forfeit the right to use any accrued points.

Once you have downloaded LP Rewards then you must register your details for your account to become active and the loyalty scheme to commence.

Your ID code is generated and refreshed regularly and you must give your current ID Code to a member of the team before your bill is printed. Your ID Code is used to recognise your account.

You can earn loyalty points at any Lewis Partnership property provided you have downloaded and registered the LP Rewards App.

Points are awarded on food and drink spend at a rate of 10 points per £1 spend. Points are awarded after any relevant discounts or promotions have been deducted from your purchases. Points are awarded on the final amount you actually pay, less any gratuities, vouchers, offers or discounts.

Rewards points are available for all food and drink purchases in our bars and restaurants that are processed through our EPOS (till) system. Any event that is contracted or is prebooked that does not get transacted via that EPOS system will not accrue Rewards Points.

To earn points for a purchase Lewis Partnership app ID Code must be presented before you pay.

Points cannot be exchanged for cash and have no transferable value.

Bonus points may be offered from time to time as part of our promotions. These bonus points are at the discretion of The Lewis Partnership and Staffordshire Pub Company and awarded with the applicable rules for the relevant promotion.

We reserve the right to set a maximum limit for promotional points.

We reserve the right to substitute or remove products available for point redemption without notice.

We are entitled to remove points at any time if a subsequent refund of a purchase price is given.

Points awarded at the time of the transaction may be removed or cancelled if we determine they were collected in breach of our terms and conditions or were awarded in error.

App Rewards cannot be redeemed on the following dates: Valentines Day, Mothers Day, Boxing Day or New Years Eve.

Points cannot be added retrospectively following a visit.

All special offers, gifts, vouchers and rewards have their own expiry and terms and conditions set out within Rewards zone.

Gifts or vouchers can only be redeemed when on site with a member of the team and only one voucher can be redeemed at a time.

If you have not used LP Rewards for a period of 12 consecutive months your points will expire and you will no longer be able to access or use them.

Users without a smartphone / unable to use App

Those users who have been issued with a manual procedure and card to utilise LP Rewards can request details of their points balance and exchange points for rewards by contacting a member of our team or by emailing info@thelewispartnership.co.uk