



BOOKING TERMS & CONDITIONS

Please read this brief guide. Confirmation of a booking by the Client is deemed acceptance of these terms.

Terms:

We/us/our: The Buckley Arms

You: The Client

1. Prices

All published rates include VAT or local service charges at the current rate.

2. Availability

All rooms and rates offered by the Buckley Arms are subject to availability and the discretion of the manager. Limited numbers of suitable rooms may be allocated to individual rates, packages or promotions and, when these allocations are taken up, remaining available rooms may be offered to the Client at a higher price.

3. Bookings

Bookings must be guaranteed by a major credit or debit card, by payment of a refundable deposit equivalent to the first night's accommodation agent or hotel booking agency. At the discretion of the Buckley Arms, or for some packages, full pre-payment may be required.

4. Arrival and departure

Bedrooms are usually available from 4pm local time on the day of arrival. Check out is by 11.00 am local time. There may be occasions, at times of high demand, when our Clients can check in and use the hotel facilities, but the bedroom is still being prepared. Earlier check-in may be available by prior arrangement.

5. Cancellations, amendments and non-arrivals

Cancellations and amendments for bookings made on line can be made with the reservations office on 07807032466. In the event of non-arrival or cancellation before 5 days, any deposit paid is non-refundable and the agreed rate of the first night's stay will be charged. Normal terms of payment apply to these charges.

If the Buckley Arms cancels before 48 hours prior to the scheduled day of arrival, our liability to the Client will be no greater than the amount paid by the client in respect of any booking. If the Buckley Arms cancels within 48 hours of the time of arrival, our liability will be limited to the charge for one night's accommodation. Where possible the Buckley Arms may, but is not obliged nor will it be liable to find alternative accommodation for the Client in the event that the Hotel is unable to accommodate the Client.

6. Payment

Settlement of the bill in full, less any advance payments must be made prior to departure from our premises. Upon arrival we reserve the right to request preauthorisation of the Client's credit or debit card or where payment is to be by cash, All major credit and debit cards are accepted, American Express cards attract a surcharge of 5%. All sums are due for payment on presentation of the invoice.

7. Smoking

In line with the change in UK legislation, The Buckley Arms operates a NO SMOKING policy within all interior areas of the hotel including guest bedrooms, public areas and corridors.

For resident guests who do not comply with our NO SMOKING policy, a fumigation charge of £50.00 will be added to their bill to

include the cost of cleaning all soft furnishing to remove the odour of tobacco.

We appreciate your co-operation with this No Smoking Policy.

8. Access

All guest rooms are located on the 1st floor. There is no lift.

9. Car parking

The Buckley Arms has its own car park, which is free for residents use.

10. Children

Children aged 15 years and under must be accompanied by a responsible adult to ensure that the children's behaviour is appropriate for other guests within the building.

At the discretion of the management, children may be excluded from certain events or promotions where deemed unsuitable or inappropriate.

11. Bistro Bookings

To assist with staffing levels we request that guests book for evening meals.

12. Dogs and Other Pets

Well-behaved dogs are welcome in selected rooms, extra £10 per stay for additional cleaning

13. Behaviour

The Buckley Arms reserves the right to judge acceptable levels of noise or behaviour of Clients, guests or representatives, who must take all steps for corrective action as requested by us. In the event of failure to comply with management requests, we may terminate the booking or stop any event immediately without being liable for any refund or compensation. Neither verbal nor physical abuse will be tolerated and in either case those involved will be asked to vacate the premises. In the case of physical abuse the police will, in all cases, be summoned.

14. Discrimination

It is the policy of the Buckley Arms not to discriminate on the grounds of race, colour, nationality, creed, sex, marital status, age, ethnic origin or disability. Clients, their employees, guests and all sub-contractors engaged by or on behalf of the Client are expected to adhere to this policy and the management may, without incurring any liability to the Client, remove from the premises any person or persons offending against this policy.

15. External purchases

No wines, spirits, beers or food may be brought into this building or its grounds by Clients, their guests or representatives for consumption or sale on the premises without the express written consent of the Buckley Arms and for which a charge may be made.

16. Comments and complaints

Any comment or complaint regarding the stay should be made to the Duty Manager at the time of visit so that the matter can be resolved immediately.

17. Statutory requirements

The Buckley Arms is subject to statutory controls, including those relating to fire, licensing, entertainment, health, hygiene and safety. These must be strictly observed by Clients, their guests and representatives.

18. Liability

Other than for death or personal injury caused by the negligence of the Buckley Arms, our liability to the Client is limited to the price of the booking.

Unless the Buckley Arms is liable under the above clause, the Client indemnifies the accommodation from and against any and all liability and any claims, proceedings or damages resulting or arising from the booking, event or function, the Client, guests or any outside contractors of the Client. The Buckley Arms will not be liable for failure to perform to the extent that the failure is caused by any factor beyond its reasonable control.

The Buckley Arms does not accept responsibility whatsoever for damage to, or theft from, or theft of, vehicles parked on the hotel premises.

We reserve the right to charge guests the cost of rectifying damage, caused by the deliberate, negligent or reckless act, omission, default or neglect of the Clients, their guests or sub-contractors to our property or structure. Should this damage come to light after the guest has departed, we reserve the right to make a charge to guest's credit / debit card, or send an invoice for the amount required to make good or remedy any such damage, to the registered address. We will however make every effort to keep any costs that the guest would incur to a minimum.

Third Party Liability

The Buckley Arms does not accept any liability for services rendered by third parties to Clients notwithstanding that such services may be arranged by us. Any claim, demand, charge, suit or damages which may be incurred by the Clients or their guest (or any person claiming there- under) shall be made directly with such third parties and we shall render all reasonable assistance in this regard.

19. Insurance

The client is recommended to have and is responsible for insurance to cover cancellation, curtailment, and loss of baggage, personal effects and money.

20. Data protection

The information provided by the Client may be processed by us for the purposes it has notified to the Information Commissioner. By confirming a booking or enquiry, the Client consents to this processing of the information. We respect the privacy of every individual who visits our website. The data collected about you will be used to firstly fulfil any service you might request e.g. to request a brochure, make a booking etc and secondly to improve how, as a company, we serve you.

We will under no circumstances give your personal data to third parties.

When making a booking, your credit card or billing account details

are only retained for the purpose of handling that individual transaction, unless you ask us to keep these details for future purchases which you may make through us.

In order to process a booking or enquiry, your Personal Information and payment details may be passed to third party service providers and, where we are lawfully requested to do so, regulatory authorities. Such third party service providers will have access to the Personal Information needed to perform the relevant service. They may not, however, use your Personal Information for any other purposes and are required to process your Personal Information in accordance with the Data Protection Act 1998. For your protection we are registered under the Data Protection Act 1998 and have given all appropriate notifications to the Information Commissioner.

21. Dispute

These terms will be construed in accordance with English and Welsh law and the accommodation and Client submit to the non-exclusive jurisdiction of the English and Welsh courts.

22. Website information

The Buckley Arms cannot accept responsibility for any errors or omissions and reserves the right to cancel, amend or vary the details featured in our website without notice. The information contained in our website is provided in good faith. The use of any information from this website is entirely at the risk of the user. The Buckley Arms will not be liable for any costs, losses, expenses or damages (whether direct or indirect, special, economic or financial) that may be incurred through the use of any information contained in this website or in any other website linked to this website.

23. Copyright

The content of each page of this website is the property of The Buckley Arms. No part of our website may be reproduced, displayed or republished in any form without prior consent, except that permission is granted to a user to print or photocopy individual pages from our website, provided that this is for personal use only.

24. Web Site Security

Booking online through our website is safe. Security of our website is paramount and we have invested a great deal of time and money to ensure you can have the peace of mind that your details are secure. Our online reservation system uses up to date security software and the integrity of the website is checked by an independent authority, approved and employed by Visa/Mastercard for this purpose.