

Booking Terms and Conditions

The following Terms and Conditions apply to all bookings made at Cedars Hotel, Stowmarket

In these Terms and Conditions the following definitions apply:

“The Agreement” is your Booking Confirmation and the Terms and Conditions;

“The Company” is Cedars Hotel Limited;

“The Hotel” is the Cedars Hotel, Needham Road, Stowmarket IP14 2AJ;

“The Owner” is Cedars Hotel Limited;

“The Booking(s)” includes accommodation, functions and any event bookings made;

“The Client(s)” is the person, company, organisation or other body responsible for making the Booking;

Bookings

The Company may book in advance or on arrival. Rooms are subject to availability and the Company reserves the right to refuse any Booking for good reason. A confirmation email must be received from The Company to confirm the reservation and authorise for charges to be settled via credit account;

Charges

The prices confirmed to you in writing are a total for your requested stay. Any meals, service or VAT (at the current rate) are included only if specified. A minimum length of stay, deposit, cancellation charge and other conditions may apply to certain rates, as specified.

The VAT breakdown shown is indicative based on the current rate of VAT, and the expected VAT treatment of the goods or services, and may change depending on the actual tax point of the invoice, and the VAT treatment of the goods and services purchased at that date. Price lists for additional items, such as Restaurant meals, Function Suites, Beverages and Room Service, are on display at relevant locations within the Hotel and are available on request.

Payment

All accommodation bookings must be secured by a valid credit card or paid in advance by Cash or Bank Transfer.

We accept the following methods of payment: Credit Cards: American Express, MasterCard, Visa Debit Cards: Visa / Delta and Visa / Electron.

Clients and Guests must pay all outstanding charges on departure from the Hotel.

Cancellation/ Non-Arrival

The cancellation policy varies according to the rate that is booked. Please refer to the individual full rate descriptions upon Booking or as stated in the following text:

The accommodation Bookings are cancellable without charge up to 6:00 p.m. local time the day before arrival.

Any cancellations for Functions, Events, and Conference will be covered by The Hotel’s banqueting cancellation policy.

A copy of this is available from The Hotel

Cancellation and non-arrival charges apply after this time and will be charged to the Credit Card provided at the time of booking. The Hotel reserves the right to charge for one night’s accommodation per room booked if the above cancellation requirements are not met.

Change of Booking Details

Reservations may be amended in line with the Booking conditions accepted at the time of the original reservation/s.

Changes may be made subject to those conditions and any deposit / prepayment held is subject to those booking terms at the time of the original reservation.

Where the Booking permits, any change to the arrival date, departure date or room type is subject to availability at the time the change is requested and may result in a possible rate change.

Arrival and Departure

Clients or their guests may check-in at any time from 3.00 p.m. on the day of arrival. Any non-secured reservation will be held until 6.00 p.m. on the day of arrival at which time the hotel is entitled to re-let the room, unless the Clients has notified the hotel of a late arrival.

On the day of departure we kindly ask all Clients to vacate their rooms by 10.30am (unless a later departure is stated as part of your booking). Late check-out after this time can be requested subject to availability and will be charged at the discretion of the hotel.

Accessibility

Dependent on the individual needs of the Clients, a selection of specifically designed rooms is available at the Hotel. Please contact our reservations team to discuss specific individual requirements and the availability of appropriate accommodation.

Parking

The Hotel has its own car park for up to 70 cars. Please contact the hotel directly for more information or directions.

Hotel Events

Please be aware that on certain days the hotel may host weddings, events and parties, which you may feel would be an intrusion on your stay. Please contact the hotel directly in advance for further information.

Insurance

The Company's liability where accommodation is booked for our Clients and Clients belongings is generally limited under the Hotel Proprietors Act 1956.

The Company maintains appropriate insurance cover where the hotel is liable for any injury or loss or damage suffered by our Clients.

If you have a problem

In the unlikely event that you have a problem during your stay you must bring it to the attention of the hotel management at the time to ensure that we have an opportunity to rectify the problem during your stay.

If you are not satisfied that the issue has been resolved fully, please submit details in writing as soon as possible to The Directors, Cedars Hotel, Needham Road, Suffolk, IP14 2AJ

Licensing and Statutory Regulations

The Company, Hotel, functions and conferences within it are subject to Statutory Regulations including those relating to fire precautions and entertainment. The regulations must be strictly observed and a copy is available from the Hotel. The provisions of the Licensing Act 1964 as amended must be observed.

Liability

(i) This clause sets out the entire financial liability of the Company (including any liability for the acts or omissions of its employees, agents, consultants and subcontractors) to the Client in respect of:

- any breach of this Agreement; and
- any representation, statement or tortious act or omission (including negligence) arising under or in connection with this Agreement.
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(ii) All warranties, conditions and other terms implied by statute or common law are, to the fullest extent permitted by law, excluded from this Agreement.

(iii) Nothing in this Agreement limits or excludes the liability of the Company:

- for death or personal injury resulting from negligence; or
- for any damage or liability incurred by the Client as a result of fraud or fraudulent misrepresentation by the Company.

(iv) Subject to clause (ii) and clause (iii) and

the Company shall not be liable for any special, indirect, consequential or pure economic loss including but not limited to loss of profits, loss of business; depletion of goodwill and/or similar losses.

the Company's total liability in contract, tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise arising in connection with the performance or contemplated performance of this Agreement shall be limited to the value of the Agreement.

(v) 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 Clients or persons authorised by the Clients. Cloakrooms are provided for the convenience of the Clients but any property deposited there is entirely at your own risk.

The Company will endeavour to assist Clients with storage of their equipment etc but it excludes liability for the loss or damage of those items.

Hotel Proprietors Act 1956

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

Force Majeure

The Company shall not be in breach of this 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.
- Postal bookings which do not reach the Company

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 the Client or Client guests.

Assignment

The Company shall have the ability to assign, subcontract or transfer any of its rights or obligations under the Agreement as it sees fit.

Third Party Rights

None of the terms of the Agreement are intended to be enforceable by any third party nor is it intended that this Agreement will confer any right on any person pursuant to the Contracts (Rights of Third Parties) Act 1999.

Variation

No variation of this Agreement shall be valid unless it is in writing and signed by, or on behalf of, each of the parties.

Waiver

Failure to exercise, or any delay in exercising, any right or remedy provided under this Agreement by law to the Company shall not constitute a waiver of that (or any other) right or remedy, nor shall it preclude or restrict any further exercise of that (or any other) right or remedy.

Severance

If any provision of the Agreement (or part of any provision) is found by a court to be invalid, illegal or unenforceable, that provision or part-provision shall, to the extent required, be deemed not to form part of this Agreement, and the validity and enforceability of the other provisions of this Agreement shall not be affected.

Right of Set Off

The Company shall have the ability to deduct any sums owed to it by the Clients against any sums it owes whether any such sum is present or future (whatsoever arising), liquidated or un-liquidated, under this Agreement or not. Any exercise by the Company of its rights under this clause shall be without prejudice to any other rights or remedies available to it under this Agreement or otherwise.

Jurisdiction

The Agreement shall be governed by the laws of England and Wales and the Courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with this Agreement or its subject matter or formation

Web Site Information

While all reasonable efforts have been taken to ensure the accuracy of information on its website the Company do not accept responsibility for errors or omissions and reserve the right to amend, cancel or vary any of the arrangements featured on this site without notice. Please note that in certain circumstances, generic photographic images have been used to represent the general style

of a particular product or hotel room.

The content of the Company's website is the copyright of the Company, and may not be copied, reproduced, published, distributed or amended for any other purpose without our prior written consent.

Trademarks used on the website are the property of the Company. Hyperlinks to third party websites are provided for your convenience. We cannot accept responsibility for the content or use of third party sites.