

Redcot House Terms & Conditions

The terms below apply to your Booking. As we are a small property and have limited accommodation, we have adopted the following policies in line with norms in the industry.

Please note that once a booking has been confirmed, you are entering an agreement with us. We recommend that you read the [full terms and conditions](#) before accepting.

We recommend that you check your travel insurance policy travel just in case you have to cancel.

1. Your Booking

1. Redcot House sells all accommodation and extras to you subject to these terms.
2. A contract is formed between you and Redcot House when we issue you with a Booking confirmation email for your room(s) and extras (if applicable). No Booking shall be binding until we have issued you with a Booking confirmation email and we have received payment card details from you and preauthorized your card as security from an acceptable and valid payment card. All personal and credit card details will be stored in line with the Data Protection Act. We shall only charge your card if you do not show, or if you cancel (in line with the cancellation policy in Section 8 of this policy) or if you breach these terms and conditions (in line with the termination policy in Section 7) or if the Guest leaves without paying in full.
3. You may make a Booking on someone else's behalf however you are responsible for ensuring that any guest in your Booking complies with these terms as if that guest had made the Booking. Bookings can only be accepted if you are 16 years old or over.
4. We offer certain extras when you make your Booking, for more details, please see our website. The room rate excludes any extras unless we expressly agree with you otherwise as part of your Booking. Extras are subject to availability. If any extra that you have paid for in advance is unavailable upon arrival we will give you a refund of the price you paid for that extra. We cannot give refunds on extras which are deemed as perishable e.g. pre-ordered flowers, cakes etc.

2. Rates and Payment

1. The rate for each room and single occupancy discounts are as published on our website at the time of your Booking, or, in the case of a telephone booking as advised to you at the time of Booking.
2. You must be able to show photo identification such as a passport or driver's licence or a payment card if you are paying by cash for a walk-in Booking.
3. Full payment is due on or before the check-out time on the scheduled date of departure.

3. Check-in and check-out

1. You can check-in between 3 pm to 7 pm on the scheduled date of arrival. If you wish to check-in earlier or later, please let us know.
2. Check-out is before 11 am during the week and 11.30 am at weekends on the scheduled date of departure. If you fail to check-out by the stipulated time, we may make an additional charge equivalent to one night's stay for the applicable room(s).

4. Rooms

1. Maximum occupancy for following rooms are:

- **Double Room / En-suite / First Floor:**
2 adults
- **Double Room / En-suite / Second Floor:**
2 adults
- **Twin Room / Second Floor:**
2 adults
- **House Package:**
Maximum number of occupants in total is 6, in the following configuration:
2 adults in **Double Room / En-suite / First Floor:**
2 adults in **Double Room / En-suite / Second Floor**
2 adults or children in **Twin Room / En-suite / Second Floor**

For the purposes of this policy, an adult is classed as 16 years or older.

2. Sorry, no pets accepted.
3. Children under the age of 16 years are welcome to stay at Redcot House only as part of the **House Package**.
4. The fireplaces in the bedrooms are for ornamental purposes only. No candles are permitted in the bedroom suites.
5. Breakages and damage must be reported as soon as possible.
6. We are unable to provide wheelchair accessible and limited mobility rooms.

5. Guest Obligations

1. In the interests of all our guests, we kindly ask that you are responsible to ensure the good conduct of your guests and in particular to ensure that they cause no nuisance or annoyance to any person (including neighbours) and that they cause no personal injury or physical damage to rooms or other public areas.
2. You must not leave or render any part of the house insecure and are responsible for safekeeping of keys.

6. Lost Property

If we are notified that any personal property has been left at Redcot House within two weeks after the Booking end date and upon finding such items, we will endeavour to return them to you. A reasonable administration charge will be made to cover the costs of returning the items to you. Normally, after this time, the property will be disposed if not collected.

7. Termination policy

1. You must not smoke anywhere on the premises. If you do so, we will terminate your Booking without refund and require you to leave immediately. You authorise us to charge you any costs we incur if you smoke or cause damage in our house including costs for specialist cleaning (to make the room fit for sale as a non smoking environment) and the cost of the room for any time period it is unusable. You authorise us to charge this amount to the payment card used in your Booking. We will send you (at the address on the Booking) a breakdown of these charges within 10 working days.
2. Any unreasonable breakages or damage, any anti-social behaviour or any unauthorised over-occupancy (exceeding the maximum room occupancy specified in Section 4 of this policy) is considered to be a serious infringement of these Terms and Conditions and can result in an immediate requirement to

vacate the premises, with no refund of monies due, and possible further charges.

8. Cancellation Policy, Charges & No Show

1. If you wish to cancel a Booking and you notify us (and we have acknowledged your correspondence) 7 calendar days or more before your scheduled date of arrival, we will cancel your Booking without penalty.
2. If you wish to cancel a Booking and you notify us (and we have acknowledged your correspondence) less than 7 calendar days before your scheduled date of arrival, the balance of your Booking will be due. However, we will endeavour to re-let your room(s) and if successful, in full or part, we will re-calculate the balance due less any revenue from re-letting. If we are unable to re-let the room(s), we shall charge your payment card for the balance due as per the Booking schedule. Alternatively, you may wish to re-schedule the Booking but no later than 6 months from your original scheduled date of arrival.
3. If you wish to cancel part of a Booking and you notify us (and we have acknowledged your correspondence) 7 calendar days or more before your scheduled date of arrival, we will modify your Booking schedule accordingly at no extra cost. For part cancellations less than 7 days before your scheduled date of arrival, section 9.2 of this policy will apply.
4. In the event of an earlier-than-expected departure date, you will be responsible for the remainder of the balance due unless we succeed in re-letting the room(s).
5. We shall charge your payment card only when you do not show, or if you cancel (in line with the cancellation policy above) or if you breach these terms and conditions (in line with the termination policy in Section 7) or if the Guest leaves without paying in full.
6. We cannot give refunds on extras which are deemed as perishable e.g. pre-ordered flowers, cakes etc.
7. Wireless Internet is a complimentary service and is offered on the basis of fair use for all. If you use file sharing software or download lots of large files then it's likely that the internet performance will be impaired. If you do then all we ask is that you do so considerately, perhaps by downloading outside the peak hours of 8pm to midnight.
8. In the extremely unlikely event that there is a need to cancel arrangements made for the Guest whether before or during the Booking period provided that such cancellation is necessary due to circumstances beyond our control, we will return to you the relevant proportion of the money paid to us in respect of the accommodation and will not otherwise be liable for any loss caused by cancellation.
9. We can only make refunds to the payment card that you used to make the Booking. We will normally credit refunds to your card within 10 days.

9. General

1. **Statutory Rights:** We have tried to ensure that any rights that you as a consumer have that are implied by law into a contract of this type (**statutory rights**) are not excluded or limited in anyway. If any of these terms conflict with a statutory right or the law changes and your statutory rights change, then the statutory rights will prevail over these terms.
2. **Events Beyond our Reasonable Control:** We shall not be in breach of these terms, nor liable for any failure to perform any of our obligations in relation to your Booking (such as the provision of room(s) and/or other products and/or

services and/or extras) due to any adverse event, act, omission or accident which happens which is beyond our reasonable control including, but not limited to, flood, earthquake, extreme adverse weather conditions, natural disasters, other acts of God, acts of terrorism, interruption or fire (except by way of our default) or failure of (except by way of our default) electric power, gas, water, broadband or other utility service, plant machinery, computers, vehicles or any collapse of building structures.

3. **Our Liability:** Our total liability for any loss shall not exceed twice the total sum we charge you for the Booking. We shall not be liable for any losses that were not caused by any breach of contract or statutory duty or negligence on the part of Redcot House and we shall not be liable for any losses that were not reasonably foreseeable to both parties when the contract was formed. Nothing in these terms shall exclude or limit our liability for fraud or death or personal injury caused by our negligence or any other matter which it would be illegal for us to (or attempt to) exclude or limit.
4. **Third Party Rights:** A party which is not a party to our Contract shall have no right to enforce any term under the Contracts (Rights of Third Parties) Act 1999.
5. **Law:** These terms are governed by the laws of England and Wales.
6. **Changes to Terms:** We reserve the right to change these terms from time to time. The terms applicable to your Booking are those in force on the date of Booking (or amendment, as applicable).

10. Questions / Complaints

If you have any question or complaint in relation to your Booking or these terms please go to our website and click on the 'contact us' link and we will respond to you as quickly as we can, normally within 1 working day.

The meaning of "Redcot House", "we" or "us" in these terms shall mean Stace & Noble Ltd trading as Redcot House at 3 Lyndhurst Road, Ramsgate, Kent, CT11 8EA. Registered in England, Company No. 07192336 and Registered Company Address: 149-151 Mortimer Street, Herne Bay, Kent (please do not use this address for correspondence).

Effective Date: These terms and conditions supersede all others and are effective from 17th June 2011