TFE hotels

Terms and Conditions - United Kingdom

PART A: General Information

I. Introduction

1. These UK terms and conditions ("**UK T&Cs**") apply to bookings in and visits to our hotels in United Kingdom. Please read these UK T&Cs before making a booking, as they will form a legally binding contract between us and each customer with respect to any booking.
2. These UK T&Cs are in 3 parts:
    - this Part A, contains general information and defines key terms used elsewhere in the UK T&Cs;
    - Part B, which contains our booking terms and conditions ("**Booking T&Cs**"); and
    - Part C, which contains our guest policy ("**Guest Policy**").
3. References to "**you**" / "**your**" in these UK T&Cs are to a customer or visitor, and in particular:
    - in the Booking T&Cs, are to a customer making a booking; and
    - in the Guest Policy, are to any person visiting our premises, whether or not that person is a customer.
4. Reference to "**we**" / "**us**" / "**our**" in these UK T&Cs are references to the company that operates the hotel you deal or contract with, or the hotel that you visit, as the case may be – as detailed in the following table.

Our Hotels and Companies	
Hotel	**Company**
The Hobson Cambridge by Adina 42-44 St. Andrew's Street, Cambridge, CB2 3AS Phone: +44 (122) 3931316 Email: info@thehobsoncambridge.com	Hobson Cambridge Limited Company Registration No: 10659559 VAT No: 339 6395 58 Registered Office Address: C/O Alter Domus (UK) Limited, 10th Floor, 30 St Mary Ave, London, EC3A 8BF
The Wellington Glasgow by Adina 134-136 Wellington Street, Glasgow, G2 2XW Phone: +44 (141) 5360072 Email: info@thewellingtonglasgow.com	RCP 3 Limited Company Registration No: 12121182 VAT No: 339 2119 05 Registered Office Address: C/O Alter Domus (UK) Limited, 10th Floor, 30 St Mary Ave, London, EC3A 8BF

5. In addition to the UK T&Cs, our group terms and conditions (available at https://www.tfehotels.com/en/terms-conditions) ("**Group T&Cs**") apply, providing that in the event of any conflict or inconsistency between the Group T&Cs and the UK T&Cs, the latter will take precedence.

II. Privacy and Data Protection

1. We may collect and process personal data about you (including your name, contact details, payment information and, where required by law, identification documents) in order to process and manage your booking, provide you with hotel services, comply with our legal obligations (including under the Immigration (Hotel Records) Order 1972), and, where you have given consent, to contact you about our offers and news.
2. CCTV is in operation throughout our premises at all times. Footage is processed in accordance with UK data protection law and our privacy policy.
3. Our privacy policy, available from https://www.tfehotels.com/en/privacy-policy/, and our cookies policy accessible from https://adinahotels.com/en/terms-and-legal/, help us to keep you informed about how we use your personal information, and how we use technologies on our website that might have an impact upon your privacy.
4. If you have any questions about these documents, please do not hesitate to contact our customer service team.

III. Contact Details and Communications

1. You can contact us, whether to submit a booking request, make a complaint, or send another communication:
    - using this website contact form: https://adinahotels.com/en/contact/;
    - by email or post to the address given above;
    - by contacting our customer service team: from Monday to Friday, from 8am to 6pm and Saturday from 9am to 3pm (calls outside of these hours will be directed to hotel reservations) using the telephone number on our website.
2. We are committed to ensuring that your stay or visit is a positive experience. If any aspect does not meet your expectations, please inform us at the earliest opportunity so that we can seek to resolve the matter promptly. You may raise any concerns with a member of our team or request to speak with the duty manager at any time.
3. Formal complaints can be submitted in writing to using these contact details. We will acknowledge your complaint within 2 working days and will usually provide a full response within 10 working days.
4. If we need to contact you, we will do so by telephone or by emailing you, using the contact details provided to us during the booking process.

PART B: Booking T&Cs

I. Application of Booking T&Cs

1. These Booking T&Cs apply to all bookings you make with us, whether online, via the telephone, or in person at one of our properties. They apply to:

- hotel room bookings ("**Room Bookings**"); and
- meeting room and conference centre bookings ("**Facility Bookings**").

2. For bookings made via a third-party travel agent or a third-party booking platform, different terms and conditions might apply, either instead of or in addition to these Booking T&Cs. Our Guest Policy will however still apply with respect to these bookings.
3. In the event of any conflict or inconsistency between these Booking T&Cs and the Group T&Cs, these Booking T&Cs shall take precedence.

II. Booking process

1. We will make these UK T&Cs, along with our Group T&Cs, available to you during the booking process, and the contract between you and us will come into force, as set out in the following table.

Booking T&Cs and Contracts		
	T&Cs Availability	**Contract Conclusion**
Website and email bookings	You will be provided with a copy of and asked to accept these T&Cs before completing the booking process.	When we send you a booking confirmation email.
Telephone bookings	You will be notified of the key provisions of these T&Cs during the call and will be sent a copy of these T&Cs with your booking confirmation email.	When we send you a booking confirmation email.
In-person bookings	We will provide you with a printed copy of these T&Cs alongside your reservation confirmation, and you will be asked to sign and acknowledge receipt.	When you sign the reservation confirmation.

2. If we are unable to accept your booking, we will inform you of this, and we will not charge you.
3. There is a range of circumstances in which we might be unable to accept a booking request: for example, because a room you have tried to book is not available or because we have identified an error in the price or description of a room you have tried to book.
4. These Booking T&Cs are available in accessible formats on request. Please contact us if you require a copy in large print, audio or another accessible format.
5. If you make a booking via a third-party travel agent, online travel agent (OTA) or other external booking platform, that booking is subject to the terms and conditions of that third party. Any requests for amendments, cancellations, or refunds must be made directly with the relevant third party in accordance with their terms. We are not able to amend, cancel or provide refunds in respect of bookings made through third-party channels.

III. Age Restrictions

1. You must be at least 18 years old to make a booking with us.
2. Our Guest Policy includes other age-related rules and restrictions.

IV. Group Bookings

1. Any Room Booking which relates to 9 or more rooms will be considered a "**Group Booking**" for the purpose of these Booking T&Cs.
2. We may also agree, in specific circumstances to treat other Room Bookings as Group Bookings.
3. Group Bookings will be subject to a separate group booking agreement, which will be agreed with you before your Group Booking is confirmed. The group booking agreement will set out the specific payment, cancellation and other terms applicable to your Group Booking.

V. Card Details

1. You must provide us with credit or debit card details to secure any booking.
2. We accept all major credit cards. All prices are in pounds sterling (GBP).
3. The card details you provide must be valid at the date of booking. If your card is due to expire before the last day of your stay, we may request updated valid card details. If you fail to provide these within a reasonable period of time following our request, we reserve the right to cancel your booking.
4. We may request pre-authorisation of payment (also called an authorisation hold) using the card details. This is temporary hold placed on a specific amount of the available balance on a credit or debit card to verify that the card is valid and has sufficient funds to cover a future transaction.
5. If you fail to provide us with valid card details, or it later comes to our attention that the card has lapsed or is not valid for the period specified above, we reserve the right to cancel the booking without liability to you.

VI. Prices

1. Our dynamic pricing model means that the price of our rooms and facilities varies, primarily based on demand.
2. The price for the booking will be the price communicated to you during the booking process, which will be confirmed in our acceptance of your booking.
3. Room Booking prices are per room, per night.
4. Room Booking prices do not, unless stated otherwise, include breakfast. All meals, drinks and other extras must be purchased and paid for separately.
5. Prices are stated inclusive of applicable UK VAT at the current rate. Different arrangements may apply for business customers and Facility Bookings, as set out in the relevant agreement issued by the hotel during contracting stage.
6. Where a local visitor levy, tourist tax or similar charge is payable at a specific property, this will be communicated to you during the booking process or in your Room Booking confirmation. Such levies are not included in the room price unless expressly stated.

VII. Payments

1. You must pay for your booking in accordance with the following table.

Room Booking and Facility Booking Payment Deadlines	
Booking Type	**Deadline**
Advanced purchase Room Bookings	At the time of booking.
Flexible Room Bookings	On arrival, although a credit or debit card pre-authorisation may be taken upon booking.
Long stay Room Bookings	Weekly or monthly in advance, although a credit or debit card pre-authorisation may be taken upon booking.
Special offer Room Bookings*	As specified in the offer terms.
Via an online travel agent (OTA)	As per the OTA's payment policy for each rate plan.
Group Bookings	Unless we agree otherwise: (a) a 50% deposit payment must be made at least 6 weeks prior to check-in date; and (b) an additional 50% (total, 100%) deposit must be made at least 3 weeks prior to check-in date (the deposits are calculated by reference to the cost of both accommodation and breakfast).
Facility Bookings	Bookings are subject to a separate facility hire agreement, which will set out the applicable payment schedule, including any required deposit and balance payments, along with cancellation terms. If no separate agreement is entered into, we will confirm the applicable payment and cancellation terms in writing at the time of booking.

*These include *Getaway*, *City Escape*, *Special Rate Package* and *Deal* bookings.

2. It is your responsibility to contact us to arrange payment of any amount due by no later than the date and time stated in the table above.
3. If you have provided credit or debit card details to us, we may charge that card for any amount due at any time on or after the due date.
4. Please note that our hotels are cashless.

VIII. Your Cancellation Rights

1. You may request the cancellation of a booking by calling or emailing our customer service team and informing them that you wish to cancel.
2. Your cancellation rights will depend on the type of booking you have made. Cancellation deadlines are set out in the table below.

Rights of Cancellation	
Booking Type	**Rights**
Advanced purchase Room Bookings	No cancellation rights.
Flexible Room Bookings	By 14:00 on the day before the check-in date.
Long stay Room Bookings	By 14:00 at least 7 days prior to check-in date.
Special offer Room Bookings	As specified in the offer terms.
Via an online travel agent (OTA)	As specified in the OTA's terms.
Group Bookings	Group booking cancellation rules will be supplied to you prior to the conclusion of the booking agreement.
Facility Bookings	Bookings are subject to a separate facility hire agreement, which will set out the applicable payment schedule, including any required deposit and balance payments, along with cancellation terms. If no separate agreement is entered into, we will confirm the applicable payment and cancellation terms in writing at the time of booking.

3. If you:
    - try to cancel a booking that is not cancellable;
    - try to cancel a booking after the applicable deadline; or
    - do not arrive for your booking,

   we will charge the full price of the booking. This charge reflects a genuine pre-agreed estimate of the losses we incur as a result of late cancellation or non-arrival, including committed costs and revenue that we are unable to recover at short notice. It is not a penalty. VAT will be applied to this charge where required by applicable law.

4. If you do not arrive on the day of your booking and have not contacted us to cancel in accordance with these Booking T&CS, your booking shall be deemed to be cancelled by you and we will charge the full booking amount to the card you provided at the time of booking.
5. We recommend that you take out insurance which will cover you in the event that you need to cancel a booking in circumstances where you are not entitled to a refund.
6. For the avoidance of doubt, you are not entitled to cancel or withdraw from a booking under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

IX. Our Cancellation Rights

1. We may cancel your booking (even after it has started) with immediate effect, by giving you written notice if:
    - you do not pay any money due to us by the due date and in accordance with these Booking T&Cs;
    - you breach the contract between you and us in some other way, or we reasonably anticipate that you are liable to do so (including where you have previously breached such a contract); and/or
    - we reasonably conclude that you and other persons you know have made multiple separate Room Bookings which should fairly be regarded as a Group Booking under these Booking T&Cs.
2. If we cancel your booking in any of the above circumstances, we will be entitled to charge you the full price for your booking (or to keep any payment you have already made) as compensation to us for the cancellation, without prejudice to our other rights. Such charges are to compensate us for the breach and are not charges for any service.
3. We may cancel your booking if a force majeure event occurs, meaning any event or circumstance beyond our reasonable control which prevents or materially hinders us from safely and properly making your room or facility available to you (including, without limitation, changes in law or government guidance in relation to hotel bookings, industrial action, explosion, outbreak of disease, health and safety incidents, fire, flooding, failure of power and/or water supplies, or any requirement to evacuate the hotel or close our facilities). In such circumstances, we will try to give you written notice as soon as we reasonably can. If we cancel your booking due to a force majeure event, we will refund any amounts you have paid for the booking and will not make any further charges. Except for providing such refunds, we will not be liable or responsible for any failure to perform, or delay in performing, any of our obligations to you to the extent caused by a force majeure event.
4. If the room or facility you have booked closes or becomes unusable:
    - in circumstances we did not plan or foresee (for example if there is extensive damage to the venue or the area around it), we can either end the contract immediately by giving you notice and give you a full refund within a reasonable period, or we can move you to a nearby hotel or facility of the same or higher standard for the same price. We will be entitled to decide which of these options is used; or
    - because of our business or operational decisions (such as carrying out a refurbishment), we can either end the contract by giving you notice in writing a reasonable period before your booking commences and give you a full refund within a reasonable period or move you to a nearby hotel of the same or higher standard for the same price. We will be entitled to decide which of these options is used. Where relocation is offered, we will take into account your reasonable preferences.
5. If you have made a Room Booking and, due to our error, we are unable to accommodate you in the room type you have booked, we will use reasonable endeavours to arrange alternative accommodation of equivalent or higher standard at a nearby hotel at no additional cost to you. If we are unable to do so, we will provide you with a full refund of all amounts paid, usually within 5 business days. For the avoidance of doubt, this clause does not apply where your booking is cancelled due to your own breach of these Booking T&Cs or our Guest Policy.

X. Refunds

1. Where a refund is due to you (for example, following a valid cancellation of a Room Booking or following cancellation by us), we will process the refund via the original payment card, usually within 5 business days of the cancellation.
2. We are not responsible for any delay in the refund being credited to your account by your card or payment services provider.

XI. Room Booking Transfers

1. Advance purchase Room Bookings are not transferrable to another customer.
2. Other Room Bookings may be transferrable, as detailed in the following table.

Room Booking Transfers	
Booking Type	**Rights**
Advanced purchase Room Bookings	Not transferable.
Other Room Bookings	Bookings may be transferable to another customer/guest upon request to us, subject to our approval and providing that the transferee must agree to and comply with these Booking T&Cs. Those bookings may be also subject to restrictions imposed by third-party booking platforms or rate conditions. For OTA and other third party platform bookings – we advise transfers are done directly through such third party.
Group Bookings	May be transferrable, subject to our prior agreement.

3. Any transfer of a Room Booking that involves removing nights or rooms will be treated as a partial cancellation for those removed nights or rooms, and the applicable cancellation rules will apply.

XII. Other Changes

1. Any request to add rooms or to add nights to an existing Room Booking will constitute a new, separate booking request. Any request to remove rooms or nights from an existing Room Booking will be treated as a partial cancellation, and the rules and timescales above on whether cancellation is available will apply to any

such request.

2. We reserve the right to change the room or facility allocated to you for a room or facility of an equivalent standard or a higher standard. Where we exercise this right, we will inform you as soon as reasonably practicable and will not charge you any additional amount for the alternative room or facility. No further compensation will be payable for such a change.

XIII. Arrival for Room Bookings

1. You may check in from 3pm on the first day of your booking period.
2. If you notify us that you will be arriving after 10pm, we will endeavour to hold your room. For non-prepaid bookings, if you do not arrive by midnight we reserve the right to treat your booking as a non-show, and apply the relevant cancellation charges.

XIV. Identification for Room Bookings

1. You and each of your guests, may be required by us to produce identification documents to prove identity, nationality and age.
2. We may refuse to allow you or any guest to check in if suitable identification is not presented upon our request.
3. Acceptable forms of identification include a valid passport, driving licence, and any other valid document that our staff might decide is acceptable in the circumstances (acting reasonably).
4. In compliance with the Immigration (Hotel Records) Order 1972, hotel guests who are not British, Irish, or Commonwealth nationals will always be required to provide passport details (number and place of issue) for our guest register, and we may need to examine passports to verify and record these details.
5. Where we are required by law to record passport details, we may take a copy of the relevant passport or identity document. Copies will be held securely and processed in accordance with our Privacy Policy and UK data protection law.
6. We reserve the right to cancel your Room Booking without compensation if you, or the named lead guest is not present at check in.
7. Similarly, we may cancel your Room Booking if you, or the named lead guest, does not comply with the identification requirements of the UK T&Cs.

XV. Hotel Room Occupancy

1. You must state how many guests will stay when making a Room Booking request.
2. You may not later increase the number of guests allocated to a Room Booking (unless we agree otherwise in writing).
3. Additional rules regarding room occupancy are set out in the Guest Policy.

XVI. Special requests

1. We are committed to providing accessible services and facilities. If you have any specific access requirements, please contact us in advance of your stay so that we can make reasonable adjustments where possible in accordance with applicable law.

XVII. Facility Bookings

1. Facility Bookings are subject to these Booking T&Cs and to our relevant facility hire agreement, which will be agreed with you before your booking is confirmed and which sets out the specific commercial terms (room hire price, catering options, AV equipment, setup and breakdown times, deposit requirements and cancellation charges) applicable to your booking.
2. In the event of any conflict or inconsistency between these Booking T&Cs and the relevant facility hire agreement, the facility hire agreement shall take precedence.
3. All conference and event bookings are provisional until both of the following requirements are fulfilled: we have received the required deposit and the booking has been confirmed by us in writing.
4. Payment terms and cancellation rights for Facility Bookings are as set out in your relevant facility hire agreement. Final guest numbers, room layout, catering requirements and any special requests must be confirmed to our events team at least 14 days before the event.
5. All persons attending our premises must comply with our Guest Policy at all times while on hotel premises. In the case of a Facility Booking, our customer is responsible for ensuring that all such persons – including delegates, exhibitors, contractors, entertainers and crew – do so.
6. Maximum room capacities are set for fire safety reasons and are fixed, they cannot be exceeded under any circumstances.
7. Where a room has not been accessed within 1 hour of the session start time, and if you have not notified us beforehand of a late start, we reserve the right to release it to other users.
8. Please report any audio-visual or IT equipment faults or failures to reception promptly.

XVIII. Departure following Room Booking

1. All rooms must be vacated (and room key cards returned to us) by no later than 11am on the last day of the booking.
2. If you or any guest under your Room Booking fails to vacate a room on time, we may charge you a late check-out fee (details of later check-out fees are available from the hotel reception).
3. If you or any guest under your Room Booking has not vacated the room by 2pm on the last day of the Room Booking, we may charge you for an additional night's accommodation (at our flexible rate for the room in question).

XIX. Loss of and damage to property

1. We recommend that you have insurance against the loss or damage of your baggage or possessions during your time at our properties.
2. If you or any guest under your Room Booking or any attendee at a Facility Booking or any member of your group damages our premises or property or takes any of our property from a hotel when leaving, you will be responsible for compensating us for the damage or loss.

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XX. Limitations and exclusions of liability

1. For Group Bookings and Facility Bookings made under a separate group booking agreement or facility hire agreement, any additional or different limitations of liability agreed in those agreements will apply as between us and the contracting organisation or person, in addition to those set out in these Booking T&Cs.
2. Nothing in these Booking T&Cs will:
    - limit or exclude any liability for death or personal injury resulting from negligence;
    - limit or exclude any liability for fraud or fraudulent misrepresentation;
    - limit any liabilities in any way that is not permitted under applicable law; or
    - exclude any liabilities that may not be excluded under applicable law, including under UK consumer protection law.
3. Subject to the foregoing, the limitations and exclusions of liability set out in these Booking T&Cs govern all liabilities arising under these Booking T&Cs or relating to bookings, stays at and visits to our premises, including liabilities arising in contract, in tort (including negligence) and for breach of statutory duty.
4. We will not be liable to you in respect of:
    - any losses arising out of any event or events beyond our reasonable control, including events affecting our hospitality services;
    - any business losses, including (without limitation) loss of or damage to profits, income, revenue, use, production, anticipated savings, business, contracts, commercial opportunities or goodwill;
    - any loss or corruption of any data, database or software; or
    - any special, indirect or consequential loss or damage.
5. We will not be liable to you in respect of any unavailability of our booking systems.
6. We are not responsible for or liable in respect of any online travel agent or third party booking system or platform (including in respect of any negligence of any online travel agent and any unavailability of or defects in any third party booking system or platform).
7. Guests are responsible for taking reasonable care of their personal belongings during their stay. We strongly recommend that all valuable items are stored in the in-room safe or otherwise secured appropriately. To the extent permitted by law, we shall not be liable for any loss of or damage to property left in guest rooms unless such loss or damage is caused by our negligence or breach of statutory duty. Where a guest fails to use the in-room safe or take other reasonable security measures, this may reduce or exclude our liability.

XXI. Special Programme T&Cs

1. We operate a range of special programmes, which are or may be subject to additional terms and conditions.
2. We have detailed these programmes in the tables below.

Business Traveller Plus	
Overview	*Business Traveller Plus* by TFE Hotels is a complimentary program designed to streamline corporate travel for small and medium-sized enterprises. By enrolling, companies and their employees gain exclusive access to discounted rates at participating TFE Hotels worldwide.
Details	Business Traveller Plus by TFE Hotels
T&Cs	BTP Terms & Conditions

Events with Benefits	
Overview	If you have signed up to our *Events with Benefits* programme, you may benefit from vouchers, rebates or other benefits for conference facility and meeting room bookings.
Details	Australia Conferences & Events | TFE Hotels – Events with Benefits | Meeting Hotels Australia
T&Cs	ewb_2026_-_terms_and_conditions.pdf

XXII. Images

1. Photographs and other images of our rooms and other facilities, including on our website or in our advertising materials, are intended to give you a general idea of the style and layout of the room or facility, as the case may be.
2. We do not guarantee that the room or facility you are allocated will match any pictures you may have seen.

XXIII. General

1. If you are a consumer, your mandatory statutory consumer rights are not affected by these Booking T&Cs.
2. Your bookings are personal to you, and they may not be transferred or re-sold except as expressly provided in these Booking T&Cs. We may transfer any contract made under these Booking T&Cs to another organisation. We will always tell you in writing if this happens and we will ensure that the transfer will not affect your rights under the contract.
3. We may revise these Booking T&Cs as published on our website from time to time. The revised Booking T&Cs shall apply to bookings after the date of publication of the revised Booking T&Cs on the website. Any booking made before that date will be governed by the version of these Booking T&Cs in force at the time the booking was made.
4. If we do not insist immediately that you do anything you are required to do under these Booking T&Cs, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us from taking steps against you at a later date.
5. Each section of these Booking T&Cs operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining sections will remain in full force and effect.

6. This contract is between you and us. No other person shall have any rights to enforce any of its terms, and the exercise of our or your rights under this contract is not subject to the consent of any third party.
7. These Booking T&Cs, the Guest Policy, and the Group T&Cs, along our other legal terms and conditions referred to in these documents, constitute the entire agreement between you and us in relation to the subject matter hereof, and supersede all previous agreements between you and us in relation to your booking and stay at our hotels.
8. For our properties located in England and Wales, these Booking T&Cs are governed by the laws of England and Wales, and any disputes are subject to the non-exclusive jurisdiction of the courts of England and Wales. For properties located in Scotland, these Booking T&Cs are governed by the laws of Scotland and disputes are subject to the non-exclusive jurisdiction of the Scottish courts.

PART C: Guest Policy

I. Introduction

1. This Guest Policy forms part of our UK T&Cs, a full copy of which is available from https://www.tfehotels.com/en/terms-conditions/ please take a moment to read it.
2. This Guest Policy applies to everyone on our premises: customers, hotel guests, conference delegates, meeting room users, gym and fitness visitors, restaurant and bar visitors, and any other visitors.
3. By making a booking with us, or by entering or using any part of our hotel, you agree to this Guest Policy and acknowledge that your licence to enter our premises is subject to compliance with this Guest Policy. In particular:
    - if you are making a booking, you agree to this Guest Policy on behalf of yourself and all members of your party;
    - if you are a guest under someone else's booking, you are personally bound by this Guest Policy; and
    - walk-in visitors to our restaurant, bar, gym or event spaces are equally subject to this Guest Policy from the moment they enter our premises.
4. Nothing in this Guest Policy limits any rights you have under the Consumer Rights Act 2015 or any other applicable consumer protection legislation. We do not exclude or limit liability for death or personal injury caused by our negligence, or for fraud or fraudulent misrepresentation.
5. We may update this Guest Policy from time to time.

II. Respect and Dignity

1. We want our hotel to be a place where everyone feels welcome. We ask all guests and visitors to treat our team members and fellow guests with courtesy and respect.
2. The following conduct is not acceptable on our premises at any time:
    - abusive, foul, threatening, intimidating or violent language or behaviour, whether in person, by phone, or in writing (including by email and on social media);
    - behaviour that is or could reasonably be perceived as sexually harassing, discriminatory or prejudicial; or
    - behaviour that causes distress, alarm or disturbance.
3. We take a zero-tolerance approach to violence, harassment and discrimination. Anyone acting in this way will be asked to leave immediately and, where appropriate, the matter will be referred to the police.

III. Age Requirements

1. As detailed in our Booking T&Cs, you must be at least 18 years old to make a booking with us. In addition, guests under 18 staying at the hotel must be accompanied by a parent or a guardian, over the age of 18 throughout their stay.
2. Children under 16 must be supervised by a responsible adult in all public areas at all times.
3. Age-specific rules for individual facilities are set out in the relevant sections below and in any supplemental terms for those facilities.

IV. Safety and Wellbeing

1. To help keep everyone safe, all guests and visitors must:
    - follow the instructions of, and cooperate with, hotel staff at all times;
    - familiarise themselves with fire safety equipment and emergency exit routes on arrival;
    - in any emergency, follow the instructions displayed around the hotel and the guidance of our team;
    - report any safety concerns, accidents or incidents to a member of our team promptly;
    - only access areas of the hotel open to them, their allocated room(s), public areas such as the restaurant, bar, gym and meeting spaces, and any areas specifically covered by their booking; and
    - allow our housekeeping team access to bedrooms upon request.
2. If you hear a fire alarm or are asked to evacuate:
    - leave the building immediately using the nearest available emergency exit, do not use lifts;
    - proceed to the designated assembly point and await instructions; and
    - do not re-enter the building until authorised to do so by our team or the emergency services.
3. Do not tamper with, obstruct or misuse any fire safety equipment, including fire doors, fire exits, extinguishers and sprinkler systems. Fire exits must be kept clear and unobstructed at all times.
4. Only use electrical equipment that is safe and suitable for use in a hotel environment. In particular, the following items must not be brought onto or used on our premises without prior written consent from management:
    - toasters, ovens, hobs, mini-cookers, portable grills, air fryers, microwaves or similar cooking appliances;
    - portable heaters, electric blankets or portable air conditioning units; or
    - any item that is liable to trigger fire alarms, overload electrical circuits, or create a safety hazard.
5. Extension leads must not be used for charging devices fitted with lithium-ion batteries (e.g. e-bikes, e-scooters, large power banks).

6. Smoking and vaping, including the use of e-cigarettes and all inhalation devices, is not permitted inside any hotel building or in any outdoor area that is not a designated smoking area. If you smoke in a non-smoking area, cleaning and remediation charges may be applied to your booking. Contract the hotel reception for details of these charges.
7. Electrical appliances used within our hotel must be compatible with the United Kingdom's standard electrical supply of 230–240 volts. Guests must not use any electrical equipment or personal items that are not designed for use with a 230–240 volt supply unless an appropriate and safe voltage transformer is used. In particular, the use of equipment designed for lower voltage systems (such as 110–120 volt appliances commonly used in the United States) without a suitable transformer is strictly prohibited, as this may present a risk of damage, overheating, or fire. We reserve the right to prohibit the use of any electrical equipment that we consider to be unsafe or unsuitable for use on our premises.

V. Photography and Technology

1. Guests are welcome to take photographs in public areas for personal use.
2. You must not photograph or film other guests or members of our team without their express consent.
3. Photography and recording is strictly prohibited in changing rooms, treatment rooms, spa areas, pool areas and any area where people have a reasonable expectation of privacy, regardless of consent.
4. Personal device volumes must be kept at a considerate level and must not disturb other guests or disrupt hotel operations.
5. Our hotels offer a Wi-Fi service, but we do not guarantee the quality or availability of this service at all times or in all parts of each hotel.
6. The hotel Wi-Fi is subject to a fair and acceptable use policy. This means that you must not engage in any activity that may disrupt, damage or compromise our network, and you must not use Wi-Fi service:
    - in any way that is excessive (as compared to use by a typical guest) or liable to have a negative effect upon any other user;
    - for any illegal, unlawful or harmful purpose or activity, or to infringe the legal rights of others;
    - to access, download, upload, store, transmit or share any material that is illegal, unlawful, obscene, indecent or otherwise inappropriate, or infringes any person's copyright or other legal rights; or
    - contrary to any other Wi-Fi rules or policies that we may notify to you from time to time.
7. We reserve the right to limit or restrict access to our network and/or Wi-Fi service, and will usually do so if we suspect that you have, or a person associated with you has, breached these rules.

VI. Prohibited Items and Substances

1. The following are not permitted on our premises under any circumstances:
    - illegal drugs or controlled substances;
    - weapons of any kind; and
    - hazardous, flammable or dangerous materials, substances or equipment (without prior written management consent).
2. Guests who are visibly intoxicated to a degree that affects the comfort or safety of others will be refused service and may be asked to leave the premises.
3. We also ask that outside food and drink are not brought onto the premises or consumed in our restaurant, bar or other dining areas.

VII. Noise and Disturbance

1. We ask everyone to keep noise at a considerate level throughout the hotel, especially during quiet hours (from 10pm to 7am).
2. Avoid activities that create excessive odours or other disturbances.
3. If a noise complaint is raised, our team will ask the relevant guests to moderate their behaviour; repeated issues may lead to further action.

VIII. Property Care and Damage

1. We take care of our hotel so you can enjoy it. We ask all guests and visitors to:
    - treat all hotel property, fixtures, fittings and equipment with reasonable care;
    - report any accidental damage to our team promptly, we appreciate honesty and will always try to resolve things fairly; and
    - not remove any hotel property from our premises.
2. Where damage is caused, the person responsible will be liable for the full cost of repair or replacement, plus an administrative charge. We reserve the right to charge the card provided at booking.

IX. Identification

1. All guests must provide valid photographic identification at check-in (passport, driving licence or national ID card), as detailed in the Booking T&Cs.
2. Overseas guests (other than Irish and Commonwealth citizens) are required by the Immigration (Hotel Records) Order 1972 to provide passport details and their onward destination.

X. Hotel Rooms

1. Your room is provided solely for use as temporary overnight accommodation for you and any additional occupants notified to and accepted by us at check-in. Permitted use includes sleeping, personal hygiene, rest, private leisure activities consistent with residential occupation of a hotel room, and incidental personal or business activities (such as remote working or private meetings with a small number of invitees) that do not disturb other guests or breach our UK T&Cs, including this Guest Policy.
2. No tenancy or other interest in land is created.
3. Room occupancy must not exceed the maximum stated for your room type. We reserve the right to check room occupancy during your stay.
4. Only the person(s) named in the booking may occupy the room. Occupancy is not transferable.
5. Our housekeeping team will service your room regularly. In an emergency, management or maintenance staff may enter without prior notice.
6. Rooms must not be sub-let, re-sold or advertised on any third-party accommodation platform (including Airbnb or similar services). Breach of this provision entitles

us to terminate the booking with immediate effect.

XI. Pets

1. Well-behaved dogs under 40kg are welcome at our hotel. All other pets and animals, with the exception of registered assistance dogs, are not permitted on our premises.
2. If you would like to bring your dog:
    - let us know in advance; if you are a guest for a Room Booking, there is a per-night dog supplemental charge applies for dogs staying in bedrooms;
    - dogs must be kept on a lead in all public areas of the hotel, including the restaurant, bar, lounge and outdoor spaces;
    - dogs must not be left unattended in bedrooms or in any other area of the hotel; and
    - dogs are not permitted in the gym, fitness suite, pool area or spa.
3. Any damage caused by a dog will be charged, at our discretion, to our customer and/or the guest that brought the dog.
4. Registered assistance dogs and guide dogs are welcome in all areas of the hotel, in accordance with the Equality Act 2010, and no supplemental charges apply.

XII. Car Parks

1. Not all our venues offer car parking, and where we do offer car parking, we cannot guarantee that parking space will be available, and additional charges may apply.
2. The hotel accepts no liability for loss of or damage to your vehicle or its contents whilst parked in our car park, except where such loss or damage is caused by our own negligence and subject to *Limitations and Exclusions of Liability*, below.
3. Please consult our website for more details on car parking at specific hotels.

XIII. Restaurant and Dining

1. Our restaurant and bar are open to both hotel guests and walk-in visitors, subject to availability.
2. A dress code may apply, details of which will be displayed at the entrance and available from reception.
3. We operate under a premises licence. All guests must comply with the licence conditions applicable to the sale and consumption of alcohol on our premises.
4. We will not serve alcohol to anyone under 18 and operate a Challenge 25 policy. Please carry valid ID. At our Scottish properties, Challenge 25 is a mandatory legal requirement under the Alcohol Etc. (Scotland) Act 2010. At our English properties, we operate Challenge 25 as a matter of our policy.
5. Guests who appear intoxicated will be refused further service.
6. Children under 14 may not sit or stand at the bar.
7. Outside food and drink may not be brought into the dining areas.
8. Please tell us about any allergies or dietary requirements when ordering. We take allergen management seriously; however, we cannot guarantee a completely allergen-free kitchen environment. For severe allergies, please speak to the duty manager directly.

XIV. Conference Facilities, Event Spaces and Meeting Rooms

1. Facility Booking customers and all persons attending our premises pursuant to the customer's booking, must:
    - use the booked space only for the purpose stated at booking, or agreed by us in writing;
    - vacate the space on time; overstaying the hired period may result in additional charges;
    - leave the space clean and tidy, with all furniture in its original layout and all personal items, packaging and rubbish removed;
    - ensure any entertainment or performance requiring a licence is appropriately authorised and notify us in advance; and
    - ensure contractors, caterers, performers or technical crew operating within the event comply with our health and safety requirements.
2. In addition to the restrictions elsewhere in this Guest Policy, the following are strictly prohibited in all conference and event spaces, and meeting rooms:
    - sleeping or overnight occupation; these spaces are designated for daytime and evening use only and must not be used as sleeping accommodation under any circumstances;
    - cooking or reheating food using equipment not provided or approved by the hotel;
    - bringing in outside catering without our prior written consent;
    - consuming alcohol, unless pre-arranged with the hotel in accordance with our licence conditions;
    - smoking or vaping;
    - use of candles, pyrotechnics, smoke machines, confetti cannons or open flames without a written risk assessment approved by hotel management;
    - attaching any items to walls, ceilings, floors or fixtures without our prior written consent; any approved fixings must be removed without damage on departure;
    - bringing or using any sound, lighting or AV equipment other than that provided or specifically approved by us in writing; or
    - storing event equipment or materials outside the hired period without prior arrangement.

XV. Gym and Fitness Facilities

1. Use of our gym and fitness facilities is governed by our supplemental gym & fitness disclaimer, available at reception and from the gym team. The rules below apply in addition to those supplemental terms.
2. All gym users must be aged 16 or over to use the fitness gym independently. Users aged 16 to 17 must be supervised by a responsible adult.
3. Children under 16 are not permitted to use the gym or any resistance/weight equipment.
4. All first-time gym users must complete a brief induction with our fitness team before using any equipment.
5. If you have a cardiovascular, respiratory or musculoskeletal condition, are pregnant, or have any other health condition that may be affected by exercise, you must seek medical clearance before using our facilities and let our gym team know.
6. Appropriate sportswear, including a training top and suitable sports footwear, must be worn at all times on the gym floor.
7. You must wipe down all equipment with the cleaning materials provided after each use.
8. You must re-rack weights and return all equipment to its storage position after use.

9. Personal bags, outdoor clothing and valuables should be stored in the lockers provided, not brought onto the gym floor.
10. You may only listen to music privately through headphones; no external speakers are permitted on the gym floor.
11. Mobile devices must not be used for calls, filming or photography on the gym floor.
12. Personal training or coaching by third-party trainers not engaged by the hotel is not permitted without our prior written consent.
13. Where pool, sauna, steam room or spa facilities are available, the following additional rules apply:
    - guests under 16 are not permitted in any sauna, steam room or spa pool at the hotel;
    - please shower before entering the pool or thermal areas;
    - no running, diving or jumping in hotel pool areas;
    - conventional swimwear must be worn at all times;
    - swimwear must not be worn outside of the pool/spa area;
    - no food, drink or crockery in pool, sauna or steam room areas; and
    - persons with high or low blood pressure, heart conditions, asthma, epilepsy or pregnancy should not use sauna, steam or spa pool facilities without medical clearance.
14. Use of the gym and fitness facilities is at your own risk. We accept no liability for personal injury sustained during use of the gym or fitness facilities unless caused by our own negligence or breach of statutory duty, and subject to *Limitations and Exclusions of Liability*, below. Our duty of care is governed by the Occupiers' Liability Act 1957 (in England) and the Occupiers' Liability (Scotland) Act 1960 (in Scotland).

XVI. Your Belongings and Valuables

1. Our liability for loss of or damage to guests' property is limited in accordance with the Hotel Proprietors Act 1956. A notice under the Act is displayed prominently at reception. For the details, please see clause XX(7), of Booking T&Cs, which form Part B of the UK T&Cs.
2. We recommend using the in-room safe for valuables and arranging appropriate travel or contents insurance for items of significant value.
3. We accept no liability for items left in vehicles in the hotel car park.
4. Any property which appears to us to be lost property, found on the premises, will be handed to reception. We will store lost property, and any items left following guest's check-out or ejection from our premises, for at least 14 days from the date it is found or from the end of your stay (whichever is later). After that period, items may be disposed of or donated to charity at the hotel’s discretion. A collection or postal fee may apply for returned items.

XVII. Breaches of This Policy

1. We prefer to resolve issues informally wherever possible, and our team will always try to address a concern with a friendly word first. However, we reserve the right to take the following steps where a guest or visitor breaches this Guest Policy:
    - minor or first-time breaches: a friendly reminder from our team;
    - repeated or more significant breaches: written notice setting out specific expectations;
    - for smoking violations: a cleaning and remediation charge;
    - for property damage: full cost of repair or replacement plus an administrative charge;
    - for serious safety or behavioural violations: immediate termination of the booking or hire agreement with no refund; removal from the premises (including car park); cancellation of key cards;
    - referral to the police where criminal conduct is suspected or confirmed; and/or
    - future booking prohibition across all our properties.
2. Ask at the hotel reception for details of supplemental charges.
3. For very serious breaches, including violence, criminal conduct or any act that poses an immediate risk to the safety of others, we will act immediately and without prior warning.