



## THE STIRLING ARMS HOTEL STANDARD TERMS & CONDITIONS

The person making the reservation is deemed to have accepted all the following terms and conditions on behalf of the booked party.

### BOOKING

1. Prices shown are per room per night for the number of persons and dates selected. Additional guests where permitted, will be charged an additional nightly charge.
2. The booker should refer to the '**Terms & Conditions and Payment Policy**' on the booking confirmation page for full details of the payment required to secure a booking.
3. The booker should refer to the '**Cancellation Policy**' on the booking page for full details on cancellation dates and applicable charges. Any refunds approved will be at the Manager's discretion.
4. Amendments are subject to approval and may result in additional fees, based on the new published rate.
5. The rates cannot be amended once bookings are confirmed and specials cannot be used in conjunction with any other offer.

### PAYMENT

1. On completion of the booking, the applicable payment will be charged to credit card details provided.
2. All credit card payments will attract a 1.5% surcharge for Visa and MasterCard and Amex.
3. Local loyalty members must present their loyalty card to staff upon check-in to redeem any special accommodation offers.

### GENERAL

1. A confirmation email will be forwarded to you once your booking is complete; it is the guest's responsibility to advise the property should they not receive written confirmation and to read carefully to ensure their booking is correct.
2. Check in time at all properties is 1400 and check out at 1000. Early check in and late check-out are at the discretion of the property and must be requested on the day applicable. There will be no refund for early check out and a late checkout fee may apply if a property is not vacated prior to arranged check-out time.
3. Upon arrival, full payment of the accommodation will be taken, less any prior deposits. Cash bonds will not be accepted.
4. All guests under the age of 18 must be accompanied by a parent or guardian. The hotel reserves the right to refuse bookings where there is not a registered guardian accompanying minors.
5. Valid photo ID for each booking must be produced and match the name of the booking to the guest/s checking in.
6. Whilst we attempt to satisfy all special requests we are unable to provide a guarantee.
7. The Stirling Arms Hotel urges guests to have fully covered travel insurance. The Stirling Arms Hotel accepts no responsibility or liability for guest's personal belongings or motor vehicles.
8. Provision of complimentary cots and highchairs is on an availability basis. These should be arranged with the property directly prior to arrival.
9. All rooms offer tea and coffee making facilities, complimentary bathroom amenities, linen, and towels. Guests staying 7 or more nights will receive a weekly service.
10. While smoking is allowed in designated areas of the property, all accommodation rooms are non-smoking.
11. The Stirling Arms Hotel does not have a 24-hour reception. For arrivals after hours, guests must contact the property directly during office hours to obtain arrival instructions and how to collect their keys.
12. The Stirling Arms Hotel offer complimentary car parking. This is subject to availability and on a first come first serve basis.
13. Free Wi-Fi is provided daily for up to 500mb (resets every 24 hours). Additional access is available for purchase.

I, \_\_\_\_\_  
**First name** **Surname** **Date**

hereby agree to the Terms and Conditions set by the Stirling Arms.