



HACKNESS GRANGE HOTEL

WEDDINGS & EVENTS

Terms and conditions of your reservation

Payment:

A £40 per room deposit is paid at time of reservation. On arrival at the hotel a swipe of your card is taken using any of the following Credit or Debit Cards: Visa or Master Card. Unfortunately, Cheques are no longer accepted.

Under the new Chip and Pin system you will need to know your PIN for us to process the payment. Cheques are not accepted as a payment on arrival.

If you prefer to pay cash 'as you go' please let the staff know on check-in. Any extras will then need to be paid for at the time of ordering as items will not be able to be added to your room account.

Requests:

The hotel will whenever possible honour requests, however these cannot be guaranteed.

Terms of Contract:

This hotel will take all responsible steps to fulfil a reservation and provide the confirmed services. However, the hotel reserves the right to substitute alternative accommodation and services in the hotel of similar or higher standard and in cases where full prepayment has been made there will be no extra cost to the client.

Value Added Tax:

All rates quoted include VAT at the current rate.

Cancellation Charges:

For cancellations made within 72 hours of your arrival date you will be charged the full rate and any deposit paid forfeited. Please note that rooms booked in connection with weddings or group/functions, please see the terms and conditions applicable for them as they differ from these T&C's.

Damage to Rooms fixtures and fittings:

Negligent or wilful acts of damage to rooms, bedrooms or fixture and fittings will after assessment and quotation be billed to the individual guests that caused such damage.

Individual booking sites and special offers advertised, please check the cancellation policy prior to booking as most are non refundable after booking.

In the event of non-arrival, 100% of the booking is non-refundable.

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www.hacknessgrange.com