



## GENERAL TERMS & CONDITIONS

### 1. Introduction

General terms and conditions are applied to all guests of the Edinburgh Thistle Hotel.

### 2. Bookings

For telephone, fax, email, 'in person' or online bookings, the Edinburgh Thistle Hotel will only guarantee these bookings upon receiving Credit/Debit Card details, as security. Deposits and/or cancellation terms are specified in Table A & Table B [Section 5 - Cancellation], below.

Deposits or full payment on bookings is required for certain Special Events as specified in Table A & Table B [Section 5 - Cancellation], below.

Special Offers including Weekend Breaks, Midweek Breaks, Seasonal Breaks, Special Occasions and the Sunday Night Special are charged in full at time of booking. Special Offers cannot be booked online but may be booked by telephone, fax, email or in person. These special offers are subject to availability and cannot be used in conjunction with any other offer. Special Offer rates are non-changeable and non-refundable.

Any additional persons found to be staying in any room, will be required to pay the full applicable rate.

In the event of non-payment, the Credit/Debit Card given as security at the time of booking, will be charged accordingly.

Rooms are subject to availability and the Edinburgh Thistle Hotel reserves the right to alter or amend its room rates at any time. Bookings made at an agreed room rate will be honoured, should a rate change have come into effect.

The following Credit/Debit Cards are accepted:

VISA / MASTERCARD / AMEX / SWITCH / MAESTRO / SOLO / DELTA / ELECTRON

American Express / Amex payments will incur a fee of 3.5% per transaction.

### 3. Check-In & Check-Out Times

Guests may check in at any time from 2pm on day of arrival.

On departure guests must vacate their rooms and check-out by no later than 11am. Failure to do so will entitle the Edinburgh Thistle Hotel to charge for an additional night.

### 4. Payment

Guests must pay all outstanding charges on departure (telephone, bar bills, etc.). Failure to remit any payments due, prior to departure, will result in the Edinburgh Thistle Hotel debiting your Credit/Debit Card account.

### 5. Cancellation

The following deposit and/or cancellation terms are applicable for telephone, fax, email, 'in person' or online bookings, as set out in Table A & Table B below –

TABLE A	Bookings for 1 or 2 Rooms			Bookings for 3 Rooms +
	Cancellation Notice Required	Cancellation Charge Required	4 Nights + Deposit Required To Pay on Booking	Deposit Required To Pay on Booking
January - April	3 Days	1 Night	25% - Non-Refundable	50% - Non-Refundable
May - September	14 Days	1 Night	25% - Non-Refundable	50% - Non-Refundable
October - December	3 Days	1 Night	25% - Non-Refundable	50% - Non-Refundable

TABLE B	Special Events		Special Event Terms
	Event Dates	Minimum Booking	Deposit Required To Pay on Booking
Edinburgh Int. Festival	01 Aug - 06 Sept	2 Nights	25% - Non-Refundable Cancellation Notice Required: 21 Days Cancellation Charge: +25% of Total
Rugby - 6 Nations	[home games]	3 Nights	100% - Non-Refundable
Rugby - Autumn Tests	[home games]	2 Nights	Cancellation Notice Required: 7 Days Cancellation Charge: 1 Night
Hogmanay [New Year]	31 December	3 Nights	100% - Non-Refundable
Christmas / Boxing Day	CLOSED	N/A	N/A
Special Offers	N/A	N/A	100% - Non-Refundable

Edinburgh Thistle Hotel requires a valid Credit/Debit Card to secure any booking and reserves the right to charge the Credit/Debit Card for cancellations falling outside the permitted time scales, as detailed above.

By entering into a contract by way of making a booking, you are authorising us to make the above Cancellation Charges to your Credit/Debit Card without any additional consent being required.

We normally require a minimum of 2 nights stay at weekends. If available, single Friday or Saturday nights are released about 2/3 days ahead and full payment will be taken at time of booking. This payment is non-refundable.

Discounted Rates for Late Bookings offered, are non-refundable under any circumstances and full payment is required at time of booking.

Special Offers including Weekend Breaks, Midweek Breaks, Seasonal Breaks, Special Occasions and the Sunday Night Special are charged in full at time of booking and are not eligible for cancellation notice or refunds.

Edinburgh Thistle Hotel reserves the right to change the Cancellation Policy, from time to time and without notice.

To prevent any potential loss due to cancellations, Edinburgh Thistle Hotel does stress the importance of taking out Travel Insurance to protect yourself.

## 6. Smoking

All bedrooms are non-smoking. We reserve the right to charge an extra night's stay (at the prevailing B&B rate and using the credit card given to secure the booking) if we have to specially clean and air the room for 24 hours before another guest can occupy it. Guests are welcome to smoke outside the main entrance.

## 7. Relocation

In the unlikely event that the Edinburgh Thistle Hotel does not, for any reason have the required number and type of rooms available as per the Booking, the Edinburgh Thistle Hotel reserves the right to relocate the client to an alternative hotel of a similar standard in the same locality. Any extra and reasonable accommodation expenses incurred for the equivalent accommodation (for the first night only) shall at Edinburgh Thistle Hotel's discretion, which will normally be exercised in favour of the client, be covered by the Edinburgh Thistle Hotel. The acceptance of this obligation (which will not release the client of the obligation to pay the Edinburgh Thistle Hotel the relevant charges) shall be in lieu of all other liabilities or obligations, which are hereby expressly excluded.

## 8. Right of Refusal

The Edinburgh Thistle Hotel reserves the right to refuse a guest entry and accommodation if, on arrival, management reasonably considers that the guest is under the influence of alcohol or drugs, is unsuitably dressed or is behaving in a threatening, abusive or otherwise unacceptable manner.

## 9. Disturbance

The Edinburgh Thistle Hotel reserves the right to require a guest to leave if he or she is causing a disturbance, annoying other guests or Edinburgh Thistle Hotel staff or is behaving in an unacceptable manner.

## **10. Hotel Rules**

Guests shall comply with all reasonable rules and procedures in effect at the Edinburgh Thistle Hotel, including but not limited to health and safety and security procedures and statutory requirements as to registration. Guests shall not bring their own food or drink, for consumption, into the Edinburgh Thistle Hotel. An adult guest must supervise children under the age of 14 at all times, whilst on the premises.

## **11. Valuables**

Guests with valuables should ask to have them placed in the Edinburgh Thistle Hotel's central safe. The Edinburgh Thistle Hotel shall be liable for any loss of or damage to valuables placed in the central safe. Guests will be issued with a receipt for any valuables kept in the central safe.

## **12. Loss & Limitation of Liability**

Guests must report any loss or damage to their property immediately, on discovery, to the Edinburgh Thistle Hotel's Lost Property, Security or other appropriate staff members, and shall make themselves available to assist with any reports made by the Edinburgh Thistle Hotel to the police.

Guests shall not enter areas of the Edinburgh Thistle Hotel, which are indicated as being closed to the public. The Edinburgh Thistle Hotel shall not be responsible for death, personal injury or loss or damage to property suffered by a guest in such areas.

The Edinburgh Thistle Hotel shall not be liable to a guest for any loss or damage to property caused by the misconduct or negligence of a guest or an Act of God, or where the guest remains in exclusive charge of the property concerned.

The Edinburgh Thistle Hotel shall not be liable for any failure or delay in performing any of its obligations under this Agreement if the failure or delay was due to any cause beyond its reasonable control, including (without limitation) war or threat of war, civil or political action or disturbance, riot, natural disaster, fire, epidemic, bad weather, terrorist activity (threatened or actual), military activity, governmental or regulatory action, industrial dispute, Act of God, failure of power or machinery, failure of or interruption of externally provided services and utilities, and all similar events outside the hotel's control.

Whilst all reasonable efforts have been taken by the Edinburgh Thistle Hotel to ensure that bookings made under this Agreement are able to proceed, the Edinburgh Thistle Hotel reserves the right to relocate any booking to another hotel or similar size and standard in the locality. The client acknowledges that the Edinburgh Thistle Hotel accepts no liability for any loss or damage suffered by or caused to the client in the consequence of the relocation of the client.

For the avoidance of doubt, the Edinburgh Thistle Hotel does not exclude its liability for death or personal injury caused by negligence on behalf of the Edinburgh Thistle Hotel.

Guests should also refer to the notice relating to loss or damage to guest's property displayed in reception.

Guests will be liable for any loss, damage or personal injury they may cause at the Edinburgh Thistle Hotel. The cost of any articles in the room that are found to be broken, damaged or missing on departure may be charged to the client. This includes loss of the room key. Guests may also be liable for any loss of business arising as a direct result of the loss or breakage.

## **13. Governance**

These terms & conditions shall be governed by Scottish Law and you agree to submit to the jurisdiction of the Scottish Courts.