

# TERMS & CONDITIONS

These terms and conditions apply to all of our products and services provided by The Thomas Paine Hotel through our online platforms, email and telephone to our Customers and Guests. By accessing and making a booking through our online platform the Customers agree to the terms and conditions set out below.

## 1. WORDINGS

In Terms and Conditions, the following words have the following meaning:

**"Booking"** means the reservation made and completed by Customer and accepted by The Thomas Paine Hotel.

**"Customer"** means the person that purchases The Thomas Paine Hotel products and services and makes the Booking.

**"Guests"** means the Customer and any other person which is part of the Booking.

**"Hotel"** means the hotel owned and operated by the company, The Thomas Paine Hotel.

**"Platform"** means the website and the mobile version of the website owned, controlled and managed by The Thomas Paine Hotel.

## 2. BOOKINGS

Customers can request and complete Bookings via telephone by calling The Thomas Paine Hotel staff or via The Thomas Paine Hotel website.

To complete Bookings, Customers will be required to provide general personal data, such as first name, last name, email and/or telephone number. Additional information may be asked by The Thomas Paine Hotel and provided by Customer, but not required, such as country of residence, preferred language and other customer related general information.

The Booking is completed when The Thomas Paine Hotel approves the reservation and provides a Booking number.

Required Customer changes will be accommodated by The Thomas Paine Hotel based on its capabilities. Customer changes related to length of stay and add-on or removal of products and/or services, could or will be subjected to additional payment depending on the product and/or service availability and the current standard rate.

### 3. RATES AND PAYMENT

All rates are in British Pounds - and include VAT 20%.

All charges are provided by The Thomas Paine Hotel upon Customer request during Booking or later during Check-in or Check-out.

The Charges only cover the accommodation at The Thomas Paine Hotel and the included products and services in the Booking.

Customers may inquire additional charges during their stay which are not included in the Booking for some Rates, including restaurant meals, room service or bar orders.

Customers will be informed of the additional charges upon Customer request or during Check-out.

All rates are by default non-refundable. In the event of Booking cancelation, the Customer will have to pay the whole bill. Additionally, Customers cannot modify or change the Name of the Booking.

Full payment is required to book.

Customers can pay the full amount in advance or pay a booking fee/or deposit and provide Debit or Credit Card information via which payment of the Charges and Additional Charges will be made.

No refunds will be given unless agreed by management, Date of booking required can be moved subject to availability

The following payment methods are accepted by The Thomas Paine Hotel: American Express, Diners Club, Visa, Mastercard.

#### 4. CANCELLATIONS

Our prepaid online rates & restricted promotional offers cannot be changed or cancelled and must be paid at time of booking.

If the Customer fails to give notice before 12 PM on the day of arrival and/or fails to arrive (no show), the Booking will be referred to as Cancelled and the Customer must pay the full amount of the Booking Charges.

The Thomas Paine Hotel can cancel Bookings due to unavailability or any circumstances outside The Thomas Paine Hotel

The Thomas Paine Hotel may cancel any Booking if the payment details provided by the Customer are invalid and cannot provide a valid payment replacement details.

## 5. CHECK-IN AND CHECK-OUT

Check-in time at The Thomas Paine Hotel is from 2 PM. Early Check-in can be made based on room availability and upon Customer request. No additional fees required. If room availability cannot be provided, Guests can leave their baggage in the Baggage Room until the Check-in process can be done. Late check ins after 10pm will be charged at an additional rate confirmed at time of booking.

Check-out time at The Thomas Paine Hotel is until 11 AM. Late Check-out until 12 PM and based on room availability. Late Check-out after 12 PM is charged with a fixed price per hour. Guests can leave their baggage in the Baggage Room after Check-out for a period which is agreed upon with the Customer.

## 6. FOOD AND BEVERAGE

Unless included in the Rate, the Booking does not include Food and Beverage.

Reservations can be made before Arrival date or during Customer stay, by contacting The Thomas Paine Hotel reception desk and book a table.

The payment can be made directly in the restaurant or posted on the room number or Booking.

## 7. DISCLAIMER

The Thomas Paine Hotel is only responsible for the security of its facilities and the accommodation, products and services it provides.

Customer agrees that all the above are for private use only.

The Thomas Paine Hotel is not responsible for any property loss, loss of profit or loss of business.

The Thomas Paine Hotel will not be accountable for any failure or delay to perform its obligations when a failure or delay is caused by a third-party supplier or external events which are outside The Thomas Paine Hotel control.

## 8. GENERAL

Smoking it is not permitted inside The Thomas Paine Hotel facilities, but only in the outdoors designated areas. Customers inability to comply with the non-smoking policy will be fined with an extra fixed Charge.

The Customer is accountable for any damage or loss caused to The Thomas Paine Hotel property by the Customer and/or its Guests. The Customer could be charged for the reparation, cleaning and replacement of the damaged property.

Pets are welcomed and charged at a extra £30 per night.

Bookings are not accepted by persons under the age of 18.

Customers and Guests are required to conduct in a polite and responsible manner which may not disturb other Customers. Failure to comply with this policy may subject the Customer to a leave The Thomas Paine Hotel property and pay an extra charge for Guests disturbance.

The Thomas Paine Hotel complies with all rules for accommodating disabled Guests.

Customers with any requirements regarding the special treatment for disabled Guests, must inform The Thomas Paine Hotel before Arrival date.

The Thomas Paine Hotel may change the content of its Terms and Conditions and it is subject to versioning. Customers will not receive a notice of these changes. However, the Customer consent was given to a specific version of Terms and Conditions and that, and only that version, will continue to apply to that Booking.

Any new Bookings will agree to the updated version of Terms and Conditions, which will be available on The Thomas Paine Hotel website. Therefore, it is recommended that Customers read and understand our Terms and Conditions before completing the Booking.