

Terms and Conditions

Five Valleys Aparthotel

Updated: 3/4/18

This booking is made between you ("the guest") and Five Rolling Valleys LTD on behalf of Five Valleys Aparthotel ("the accommodation provider"). To prevent fraud or theft we will pre-authorise the credit or debit card provided by you, at the initial booking, and to ensure payment is made prior to your arrival. Payments will appear on your statements as "Five Rolling Valleys Ltd" .

Registration

5VA is required, as all serviced and self-catering accommodation premises, to keep a record of all guests over the age of 16 (Immigration (Hotel Records) Order 1972 (as amended)).

To comply we must hold the full name and nationality of each guest, and for all who are not British, Irish or Commonwealth guests, their passport number and place of issue (or other document which shows their identity and nationality), details of their next destination (including the address, if known) on or before departure. Note: diplomats, their family and staff do not have to register.

Any person aged 17 or under must be accompanied by an adult of at least 18 years old.

Cancellation Policy

5VA offers both Advance Purchase and Flexible room rates. In the event of cancellation any cancellation charges due will be collected at the time of cancellation.

ADVANCED PURCHASE / PREPAID / NON-REFUNDABLE ROOM RATES

Payment for the room will be taken in full at the time of booking. We are happy to correct any genuine mistakes up to 48 hours after booking. Payments are non-refundable in the event of cancellation, curtailment or no show. Amendments are permitted up to 30 days prior to arrival, subject to availability and any difference in rate will be charged.

FLEXIBLE ROOM RATES

A £30 non-refundable deposit will be charged at the time of booking (or full payment within 48 hours). This deposit is non refundable on cancellation. The balance will be taken 48 hours prior to your arrival. You may cancel or amend your booking without further penalty until midnight on the day 48 hours prior to your arrival. If you cancel later, or fail to arrive for your reservation, the full cost of the booking will be charged to the card provided.

Breakage, theft and the removal of property from the hotel

Items in Five Valleys Aparthotel are there for the enjoyment and use of guests in the normal course of a hotel stay and belong to Five Rolling Valleys Ltd or its suppliers and are not to be removed. Please report all breakages. If there is a gap in the inventory at the end of your stay then the cost will be charged at the replacement cost plus a handling fee of a minimum of £20 or 10% of the value of the item to compensate 5VA for the inconvenience caused and time taken to arrange the replacement. If the item was taken by mistake then please return it asap. If the item is neither paid for nor returned within a week then we reserve the right to take matters further.

Please discuss any breakages of mugs, glasses and crockery with management by phoning or emailing. Thank you.

Security and cctv

Please note that the property uses cctv extensively for the safety of the property and its guests.

The buildings and rooms can only be accessed by guests using a pin number, much like a credit card security number. This number will be sent by email to you in advance of your arrival date. Please keep it safely. It is time limited so please note arrival and departure times.

The staff, management, 5VA and Five Rolling Valleys Ltd cannot take responsibility for cars left in the car park or maneuvered in the car park, which is at the owner's risk.

No Smoking

It is illegal to smoke in the hotel and 5VA has a strict no vaping policy too. Please do not smoke on site either. Dropping a cigarette butt is littering, please dispose of it carefully. Thank you.

DATA PROTECTION

The Government is introducing the EU's General Data Protection Regulation (GDPR) in the UK from 25 May 2018, the implementation of which will be unaffected by the UK's exit from the EU.

Any information which is held on you as part of the booking process or more broadly for internal use for either business management or future marketing to you by us is held in accordance with our Privacy Policy.

Force Majeure

The Company accepts no liability and will not pay any compensation where the performance of its obligations is prevented or affected directly or indirectly by or as a result of force majeure or any circumstances beyond its reasonable control including, but not limited to, flood, earthquake, extreme adverse weather conditions, natural disasters, other acts of God, acts of terrorism, fire or failure of electric power, gas, water, or other utility service, plant machinery, computers, vehicles or any collapse of building structures.

Limitation of Liability

The Company will not be responsible for the loss or damage of any property left in the Hotel other than as required under the Hotel Proprietor's Act 1956 and the Local London Authorities Act 2004 (a copy of the notice under such Acts is displayed in the reception of the Hotel) or any other applicable law.

The Company will not be liable for any indirect, consequential or pure economic loss or any loss of profit, goodwill or opportunity (whether caused by the negligence of the Company, its employees, contractor or agents or otherwise). The Company's total liability shall not exceed the value of the charges received by it under the Contract.

Nothing contained in the Contract or in any other document referred to or incorporated in it shall be read or construed as excluding any liability for death or personal injury caused by the Company's negligence or liability for fraud or fraudulent misrepresentation.