



## HOTEL TERMS AND CONDITIONS

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These terms apply to: all visitors to our websites ([www.pebblehotels.com](http://www.pebblehotels.com), [www.potters-heron.co.uk](http://www.potters-heron.co.uk), [www.white-swan-arundel.co.uk](http://www.white-swan-arundel.co.uk)), our guests, our visitors, and our customers (whether you have booked through one of our websites, or via a third party website). These terms will refer to these individuals as **you** or **your** throughout.

These terms set out how we will provide our services to you, what to do if there is a problem, and other important information. You will be asked to confirm your acceptance of these terms when you make your booking.

We are Pebble Hotels Limited (registered UK company number 05921582) and our registered address is Beaulieu House, Roman Road, Dorking, Surrey, RH4 3ET. Throughout these terms, we will refer to ourselves interchangeably as **we**, **our**, or **us**.

If you have any questions about their meaning or how they affect you, please contact us at [info@pebblehotels.co.uk](mailto:info@pebblehotels.co.uk).

Please see our [Privacy Policy](#) which explains how any personal data relating to you and any guests will be collected and handled by us.

### 1. OUR ACCOMODATION AND FACILITIES

- 1.1. Pictures of the rooms on our websites are for illustrative purposes only; our rooms may vary in decoration and layout to the pictures on our websites.
- 1.2. Our hotels offer modified facilities for use by guests with disabilities. As needs do vary, please contact us in advance of your booking at the relevant hotel (either [reception@white-swan-arundel.co.uk](mailto:reception@white-swan-arundel.co.uk) or [reception@potters-heron.co.uk](mailto:reception@potters-heron.co.uk)) to discuss your requirements. We are committed to improving accessibility for all of our guests.
- 1.3. No pets are permitted at our hotels, save for guide and hearing dogs. You are responsible for your guide dog and we may charge you for any damage or injury caused by them.
- 1.4. Children under the age of 15 must be accompanied by a responsible adult at all times and may be excluded from certain areas of our hotels.

- 1.5. Where internet facilities are available at our hotels, they are provided by third-party providers. We are not responsible for the quality of the connection. Our internet is not to be used for any illegal or fraudulent purpose.

## 2. ROOM PRICES

- 2.1. All prices published by us are subject to change prior to your booking.
- 2.2. All prices published by us are per room, per night, and include VAT at the current national rate.
- 2.3. Meal prices are not included in the room prices unless this is clearly stated to be the case at the time of booking.

## 3. DISCRIMINATION

We do not discriminate on grounds of race, sex, religion, nationality, marital status, age, ethnicity, or disability. Our staff are expected to adhere to our policy of non-discrimination.

## 4. BOOKING AND PAYMENT

- 4.1. You must be at least 18 years old to make a booking with us.
- 4.2. Your booking will be complete once we have received an initial payment for the first night (**Initial Payment**) of your stay. The remainder of the fee is payable when you check-out. We will confirm receipt of your booking and deposit via email.
- 4.3. We reserve the right to ask for payment for your full stay as an Initial Payment in order to secure your booking.
- 4.4. We reserve the right to alter any unpaid fees, to reflect a change in national VAT rates, or for reasons that are beyond our control. You will be notified of these changes.
- 4.5. We accept Visa, Mastercard, American Express to make a booking, and reserve the right to request prior authorisation of your card before you arrive. We do not accept cheques. Credit card payments will take at least one working day to process.
- 4.6. If you intend to pay by cash, please contact us at the relevant hotel (either [reception@white-swan-arundel.co.uk](mailto:reception@white-swan-arundel.co.uk) or [reception@potters-heron.co.uk](mailto:reception@potters-heron.co.uk)), we reserve the right to charge you an additional fee of 1.5x the room rate multiplied by the number of nights booked in this instance.
- 4.7. We reserve the right to refuse your booking at our discretion.

## **5. ROOM AVAILABILITY**

- 5.1. All rooms offered by us are subject to availability.
- 5.2. The availability of our rooms will be accurately displayed at the time of your booking. Should your chosen room not be available for the duration of your stay and for reasons that are beyond our control, we reserve the right to offer you a room of an equivalent or superior standard as an alternative. If this is not possible, we will refund you for the difference between the price paid for the standard of the room you booked and the standard of room provided.

## **6. CHECK-IN AND CHECK-OUT**

- 6.1. Check-in will normally be from 14.00 local time. We cannot guarantee the availability of a room before this time.
- 6.2. We reserve the right to delay your check-in time prior to your arrival. If your check-in is delayed, you will have full use of all of available the hotel facilities while your room is being prepared.
- 6.3. Check-out is at 11.00 am local time. If your check-out after this time, we reserve the right to charge an additional fee.

## **7. PARKING**

Parking at our hotels is subject to availability and we cannot guarantee you a space. Where spaces are available, they are free of charge.

## **8. CANCELLATION**

- 8.1. Unless we have a specific alternative agreement with you, we will refund any initial payment in full if you cancel before 12.00 noon on the day before your arrival date.
- 8.2. Any cancellation after 12.00 noon on the day before your arrival date will incur a fee of one night's stay at the rate you agreed to when making your booking. We reserve the right to take this amount from your credit card or account without prior approval.
- 8.3. If we have to cancel your booking for any reason that is beyond our reasonable control, for example fire or flood, security threat or any health and safety risks which mean that our facilities are unsafe, or cannot find you a room equivalent to or of superior standard to the room you booked, we will let you know as soon as possible and will use our reasonable endeavours to find you alternative accommodation, and issue a full refund. We shall be liable for no more than your reasonable costs of finding alternative accommodation. We will not be liable or responsible for any other losses arising as a result of any event outside our reasonable control and we recommend that you have suitable insurance in place to cover this eventuality.

## 9. COMPANY AND GROUP BOOKINGS

9.1. If you are booking 6 rooms or more, or you are booking on behalf of a company or business, then the additional rules for company and group bookings apply, as set out in this paragraph 9.

9.2. All company and group bookings must be paid for in accordance with the following timeline:

Time before arrival	Fee due
Upon booking	10% of total fee
28 days before arrival	40% of total fee
14 days before arrival	Remaining 50% of total fee

9.3. Cancellation of a company or group booking at any time will result in the following cancellation fees:

Time before arrival	% of Initial Payment cancellation fee
Up to 28 days before arrival	25%
Up to 14 days before arrival	50%
Less than 14 days before arrival	100%

9.4. Should you wish to discuss a bespoke accommodation and payment package, please contact us the relevant hotel (either [reception@white-swan-arundel.co.uk](mailto:reception@white-swan-arundel.co.uk) or [reception@potters-heron.co.uk](mailto:reception@potters-heron.co.uk)).

9.5. If we have to cancel your company or group booking for any reason that is beyond our reasonable control, for example fire or flood, security threat or any health and safety risks which mean that our facilities are unsafe, or cannot find you and your party accommodation equivalent to or of superior standard to the accommodation booked, we will issue a full refund. We recommend that you have suitable insurance in place to cover this eventuality.

## 10. BEHAVIOUR, SMOKING, DRUGS, ALCOHOL

10.1. You must not access any areas that are closed to the public and are marked as such. These areas may present a health and safety risk.

10.2. You accept that we will judge acceptable behaviour and levels of noise in our hotels. We reserve the right to take appropriate action against disruptive behaviour, which may include your removal from the premises without refund. Please do not disrupt the enjoyment of the other guests or the operation of our hotels.

10.3. You agree not to exceed the maximum occupancy for the room you have booked. We reserve the right to conduct occupancy checks if we suspect that the maximum occupancy has been exceeded. We reserve the right to cancel your booking and remove you from the premises without refund if you exceed the maximum occupancy.

- 10.4. We operate a no-smoking policy (including vaping). We reserve the right to charge a £75 fee to cover cleaning and disruption should you smoke on our premises. Drugs are strictly forbidden on our premises. Anyone found in possession will be immediately removed from the premises and reported to the police, without refund.
- 10.5. No alcohol may be brought onto our premises without our prior agreement. We reserve the right to remove anyone doing so from our premises without refund. Please contact us in advance at the relevant hotel (either [reception@white-swan-arundel.co.uk](mailto:reception@white-swan-arundel.co.uk) or [reception@potters-heron.co.uk](mailto:reception@potters-heron.co.uk)) if you wish to discuss bringing alcohol onto our premises. We reserve the right to charge an additional fee if we grant you permission to do so.
- 10.6. We reserve the right to refuse entry or to remove you from the premises if management judges you to be under the influence of drink or drugs, or inappropriately dressed.

## **11. LIABILITY**

- 11.1. We do not accept liability for the loss of or damage to any personal property kept on our premises (including in any car park belonging to us). Whilst we will use our reasonable endeavours to maintain the security of our premises, it is your responsibility to ensure that you have suitable insurance in place. You will report any loss of, or damage to, your property to reception immediately.
- 11.2. You accept responsibility and we may charge you for any damage caused to our property and equipment, and you authorise us to charge your debit or credit card to charge you for it.
- 11.3. Unless the Hotel Proprietor's Act 1956 applies, our liability in the event of any breach of these terms by us will be limited to (1) the total fee paid by you at the date of any such breach if you made any booking as a business, or (2) the amount of damage or loss you suffer as a foreseeable result of our breach (being any loss or damage that is obvious that it will happen or, at the time of making your booking, both we and you knew it might happen and discussed this) of you made your booking as a consumer. We will not be liable for any indirect or consequential losses (for example, the loss of business, or sales income).

## **12. COMPLAINTS AND DISPUTES**

- 12.1. Should you have any complaints regarding your stay, please contact the duty manager, reception, or email us the relevant hotel (either [reception@white-swan-arundel.co.uk](mailto:reception@white-swan-arundel.co.uk) or [reception@potters-heron.co.uk](mailto:reception@potters-heron.co.uk)) and mark your email for the attention of the general manager. We aim to deal with all complaints as quickly as possible.
- 12.2. If you made your booking as a consumer and you are not happy with how we have handled any complaint, you may want to consider alternative dispute resolution. Alternative dispute resolution is a process where an independent body considers the facts of a dispute and seeks to resolve it, without you having to go to court. You can submit a complaint to [ADR Group](#). If you are not satisfied with the outcome you can still bring legal proceedings. In addition, please note

that disputes may be submitted for online resolution to the [European Commission Online Dispute Resolution platform](#).

- 12.3. These terms are governed by English law. If you made a booking as a business, you agree to submit to the jurisdiction of the courts of England and Wales exclusively. If you made your booking as a consumer, you can bring legal proceedings in the English courts; if you live in Scotland, the Scottish or English courts; or if you live in Northern Ireland, the Northern Irish or English courts.

### **13. OTHER IMPORTANT TERMS**

- 13.1. Your rights as a consumer: If you made your booking as a consumer you have certain rights under consumer protection law. Nothing in these terms is intended to affect those rights.
- 13.2. We may transfer this agreement to someone else: We may transfer our rights and obligations under these terms to another organisation. We will always tell you in writing if this happens and we will ensure that the transfer will not affect your rights under the contract.
- 13.3. You need our consent to transfer your rights to someone else: You may only transfer your rights or your obligations under these terms to another person if we agree to this in writing.
- 13.4. Nobody else has any rights under this contract: This agreement is between you and us. No other person shall have any rights to enforce any of its terms.