



Headland Group Accommodation Booking Terms & Conditions

1. What do I have to do?

Once the date and time of the 'Group Accommodation Booking' has been agreed, we need your address(es), full contact details, written confirmation and the 10% deposit to make the booking contract with you both. By paying your deposit you are accepting our Terms and Conditions as follows:

- An email confirmation will be required from the tour operator or person responsible for the group booking.
- To secure your reservation, a 10% deposit of the total amount due and a signed contract is required.
- A 40% deposit of the total amount is due 4 months prior to the group's arrival.
- The remaining balance is due one month prior to the group's arrival.

2. Payment terms

If you fail to pay any of the above, we reserve the right to cancel the booking. There will be no refund and you will be liable for the full cancellation charges unless the facilities are fully resold. An administration fee will also be charged. Credit terms are not available. One month before the group arrives, final guest numbers must be confirmed, and the rooming list confirmed. Extra guests (or services) must be paid for at this time. After this date, there will be no refunds if numbers decrease. Overdue accounts will be charged interest at 8% over base rate. A service charge of 10% will be added to the groups bill.

3. Cancellations and significant changes

- Status requests are required 90, 60 and 45 days prior to arrival.
- Status requests will provide the hotel with updated numbers, rooms to be released, and any special requests. Charges, as listed below, will apply if you cancel your group booking.
- A postponement/change of date will be deemed a cancellation:

Release period	Percentage	Cancellation fee
More than 30 days prior to the date of arrival	Cancellation of up to 50% of the contracted rooms	No charge.
More than 30 days prior to the date of arrival	Cancellation of more than 51 % of the contracted rooms	100% charge of the contract for rooms exceeding 50% of the contract.
Less than 30 days prior to the date of arrival	Any cancellations	100% charge of the contract.
Day of arrival	Any no-show rooms	100% charge of the contract



Headland Group Accommodation Bookings Terms & Conditions (cont.)

4. Additional Accommodation

Additional accommodation can be booked, subject to availability. If the accommodation is added after the final invoice is due, full and cleared payment must be received to secure the additional rooms.

5. Pre-authorisation

On arrival we will take a pre-authorisation from each guest's card of £50 per night to cover any extras. The authorisation amount is placed on hold until departure. Banks can take up to 10 working days to release any unused monies despite The Headland cancelling the authorisation on departure.

6. Rooming List

A full rooming list is required either 30 days prior to arrival or 45 days prior to arrival (depending on the arrival dates as noted on the cancellation policy above). The name and contact number of the tour leader, ETA and ETD, preferred dining time (if dinner is included) plus any specific dietary requirements is required at time of final rooming list.

7. Smoking

Smoking is not allowed within any of the property's buildings or grounds. Guests may only smoke in the designated smoking area provided outdoors. If guests do not adhere to the smoking terms, a deep cleaning charge of £75 per guest will be added to their account. If the next occupant refuses to accept the room, the tour operator will be liable for the cost of alternative accommodation.

8. Meal Plans and Times

The group's dining time will need to be confirmed 30 days prior to arrival. Guests will be seated on tables up to 10 people. Please note, the group's meal reservations will be held for 15 minutes only. If the group is late by more than 15 minutes, they will be asked to return at a time convenient to The Restaurant. Breakfast is served daily from 07:30 to 10:30. If dinner is included, a three-course three-choice menu with at least one vegetarian option will be offered. Tea and coffee is not included but can be added for an additional charge of £5.00pppn. Dinner will be served at 18:30, 18:45 or 20:30.

9. Allergen information

We can advise of all allergens that are deliberate in our products. As our kitchen handles food containing flour, eggs, milk, nuts and other allergens, there is always a risk of cross-contamination so we cannot guarantee that any product is entirely free from any allergens. Guests are advised to take care before using products available in the public areas; any use will be the sole responsibility of the guest.



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10. Liability

We cannot be held liable for the failure of public services (water, gas, electricity etc) or for any noise or disturbance beyond our control. In all cases (except personal injury or death), our liability to you for the total of all claims arising out of your group is limited to the cost of the booking.

11. Personal belongings

Personal belongings are the responsibility of each member of the party, but items of value can be left in the hotel safe at Reception and a receipt must be obtained. We will accept no liability whatsoever for any accident, loss, or damage to your property unless it is demonstrably due to our negligence.

12. What else will be happening in the hotel and grounds at the time of my group's stay?

Maintenance and improvements take place all year round (this listed building always needs something doing!) and we will do our best to ensure you are not inconvenienced but regret we will not be offering compensation if a facility is unavailable. The age of the hotel, together with the exposed position, makes maintaining it a huge task: each year, a section of scaffolding is erected to enable the rolling weather-proofing and routine repairs programme. Unexpected storm damage may also result in obvious signs of work and no compensation will be paid in these instances.

The ground floor is spacious and the Terrace and Bar are used by non-residents. Other areas may also be reserved for guests and residents who are not a part of your group booking. We may also book other groups and events in the hotel, alongside yours. If agreed at the time the hotel can be booked for exclusive use, such agreement shall be deemed reciprocal, and the party will use the hotel for all catering and hospitality for the full period of the booking. Separate terms and conditions apply for exclusive use.

13. Incidentals

If the tour operator or group leader has given written instructions that pre-authorisation of credit cards is not on arrival is not necessary then the group leader must report to Reception prior to the group's departure, to ensure that each group member has settled their individual accounts in full. If any charges are outstanding after departure, the tour operator will be liable for the cost. In this instance, the tour operator will be invoiced, and payment would be due within 30 days. Overdue accounts will be charged at 8% over base rate.



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14. Car parking

Parking is available for hotel guests. Our hotel car park is monitored by Automatic Number Plate Recognition (ANPR) cameras operated by the third-party provider, National Parking Control (NPC). The system is used for parking management, and all data collected is processed by NPC in accordance with their own privacy policy. The hotel does not control or manage parking enforcement, fines, or data handling. It is the responsibility of the driver of any vehicle entering our site to register their vehicle at reception to ensure they are not issued with a fine. We do not accept liability for any incorrect fine issued by NPC. Vehicles are parked at the owner's risk. Advance notice for coach parking must be agreed at the time of booking. We reserve the right to refuse coach parking if not arranged in advance.

15. Disabled access

In order to accommodate guests with limited mobility we have disabled parking bays, ramped access to the front door, a lift and some wheelchair accessible rooms with walk-in showers and wide doors. If guests require assistance, please contact us to discuss requirements prior to the group.

16. The behaviour of you and your guests

The tour operator or group leader shall be responsible for the behaviour of their guests and any damage to hotel property, including theft and water damage. Guests should not be rude, excessive, or rowdy and offensive or illegal behavior will not be tolerated. Consideration must be shown to other guests and our staff. We reserve the right to recover from the tour operator any discretionary compensation payment or discount we may have to pay other guests because of a group member's or their visitor's actions. This includes damage to the hotel buildings, fixtures, fittings, or any flood damage caused.. Our guests and staff alike should be treated with respect and dignity at all times.

Threatening and offensive behaviour (at any stage) may result in the hotel cancelling the group booking altogether with all the accommodation, if we feel, at our sole discretion, that you or members of your party have infringed any of these conditions. All accounts will be due in full, no refunds will be given, and the party will be asked to leave. You have an obligation to inform your party of these expectations.

17. Validity of prices

Prices are correct at the time of publication but may change without notice, with the exception of confirmed bookings. These will not alter other than to reflect any changes in tax. Online Terms and Conditions supersede any printed collateral. E&OE.

18. Final statement

The hotel reserves the right to refuse any booking.