

Terms and Conditions

How to book

You can book online, by telephone, fax or email. Online bookings may attract discounts, which may not be available for bookings by other methods.

When you make a booking with Stanton House Hotel, your contract (which includes these terms and conditions) will be with HKC Europe Limited registered in England with No: 03295530 and whose Registered Office is Stanton House Hotel The Avenue Stanton Fitzwarren Swindon, SN6 7SD.

This contract is created upon the Hotel confirming acceptance of your booking.

Availability of rooms.

The number of rooms shown as available may change live on screen whilst you are considering booking. These rooms are available through our website worldwide and the number of rooms left can change as bookings are made. Please do not make arrangements or travel prior to receiving confirmation that your booking has been accepted and confirmed. If you are unsure whether you have a confirmed booking please contact the hotel by email or telephone to clarify the situation. We cannot guarantee the type of room requested, only that if a room is available it will sleep the appropriate number of persons. If a particular type of room is important or essential to you - e.g. a twin bedded room rather than a double bedded room, please contact the hotel before submitting a booking request, to ensure your needs can be met.

All rates featured on www.stantonhouse.co.uk are subject to availability and HKC Europe Limited reserves the right to refuse any booking for good reason.

Payment

You will need to provide your credit card details to secure your booking. You can secure your booking by American Express, MasterCard, Visa, Maestro and Switch. Prices are as agreed at time of booking including any discounts or offers applicable at that time.

The full price for accommodation, with the addition of all extras incurred during your stay, must be settled in full before departure in cash, cheque with current valid banker's card, MasterCard, Visa, Switch, Diners or American Express.

Any special promotional rate bookings must be settled at time of booking and are non-refundable and non-transferable.

Bookings taken "on the day" are to be settled at time of booking and are non-refundable and non-transferable.

VAT is included at the current prevailing rate on the date of payment unless otherwise stated. Bookings are taken at the discretion of the Company and are subject to availability. Prices may be restricted or may not apply at certain times.

Cancellations

Please cancel any bookings made online via the www.stantonhouse.co.uk homepage or by telephoning 0870 084 1388. If you cancel your booking by 12 noon on the day of your arrival you will not be charged for the booking unless otherwise stated in the rate description when you make your booking. After this time any cancellations or non-arrival will be charged at the full room rate.

We would recommend purchasing travel insurance from a third party to cover you in the event of cancellation where the Rate Description states that bookings are to be pre-paid and non-refundable.

In the event of a non-arrival on the first night, booked rooms will be released.

Rates

All rates quoted are (£, pound, sterling) per room per night, are subject to availability and include Value Added Tax.

Check-in and Check-out

Rooms are available from 2:00pm on the day of arrival and until 11:00am on the day of departure.

Lost property

We would like to draw guests' attention to the Hotel Proprietors Act 1956 displayed in our hotel reception. The hotel cannot accept any responsibility for guests' belongings which are left, lost or allegedly stolen whilst on the premises. We strongly advise guests travelling with valuables to check the terms of their insurance before leaving home. By prior arrangement and subject to availability, valuables may be deposited in the hotel safe.

If we find any lost property, we will make every reasonable effort to locate the owner and return it, but if we cannot locate the owner and an item is not reclaimed with 3 months of the guest's departure it will be disposed of by the hotel.

Vehicles

All vehicles are parked at the owners' risk. Should a problem occur with a vehicle in the hotel car park, the hotel cannot accept any liability. If a vehicle is left in the hotel car park for more than 8 hours after the guest has departed without the written consent of the hotel, the hotel reserves the right to remove the vehicle at the owners' expense.

Inappropriate behaviour

It is the hotel's policy that all our guests have the right to be treated with dignity and respect and as a responsible host we believe that we have a duty to our guests to protect them from inappropriate behaviour. Should any actions by a guest be deemed inappropriate by the Duty Manager, or if any inappropriate behaviour is brought to the attention of the Duty Manager, the hotel reserves the right, after any allegations have been investigated, to take action against the guest. Depending on the severity of the guest actions, the Police may become involved at the hotel's discretion, or guests may be asked to leave the hotel.

Liability

Guests' liability for their account is not waived and guests agree to be held personally liable in the event that any indicated person, group, company or association fails to pay all or part of any charges incurred.

Damage to hotel property

We reserve the right to charge guests the cost of rectifying damage, caused by the deliberate, negligent or reckless act of the guest to the hotel's property or structure. Should this damage come to light after the guest has departed, we reserve the right to make a charge to the guest's credit / debit card, or send an invoice for the amount to the

registered address. We will however make every effort to rectify any damage internally prior to contracting specialists to make the repairs, and therefore will make every effort to keep any costs that the guest would incur to a minimum.

Removal of hotel property

We reserve the right to charge guests the cost of replacing any items that are removed from the premises by them without consent. The charge will be the full replacement amount of the missing item, including any carriage charges. Should the fact that the item is missing come to light after the guest has departed, we reserve the right to make a charge to the guests credit / debit card, or send an invoice for the amount to the registered address.

Tampering with fire detection systems and fire fighting equipment

We reserve the right to take action against any guest found to have tampered / interfered with any fire detection equipment throughout the hotel, including detector heads in public areas and bedrooms, break glass points and fire extinguishers. Guests found to have tampered with any fire detection or fire fighting equipment will be charged with any costs incurred by the hotel due to their actions and additionally may be asked to leave the hotel. Depending on the severity of the guest actions, the Police may become involved at the hotel's discretion. Should the fact that fire fighting or detection equipment had been tampered with come to light after the guest has departed, we reserve the right to make a charge to the guests credit / debit card, or send an invoice for the amount to the registered address.

Pets

Pets are not permitted
Except guide dogs

Nothing in these terms or conditions shall limit or restrict the guests' legal rights as a consumer. Advice concerning such rights may be obtained from a Citizens Advice Bureau.

Complaints Policy

Our aim is at all times to provide you with an excellent service.

However, if you are unhappy with our service for any reason

Please write to: The Manager, Stanton House Hotel, The Avenue, Stanton Fitzwarren, Swindon SN6 7SD

or by email to info@stantonhouse.co.uk.

Any complaints received will be dealt with in accordance with our complaints procedure.

Privacy policy

HKC Europe Limited is committed to protecting the privacy and security of its on-line visitors.

This policy statement sets out the data processing practices carried out through the use of the Internet and World Wide Web by HKC Europe Ltd. If you have any requests concerning your personal information or any queries with regard to these practices please contact HKC Europe Ltd on 0870 084 1388.

1. Information collected

We collect personal information which you choose to submit via the www.stantonhouse.co.uk web site, through the use of enquiry, reservation forms, on-line booking and every time you e-mail us your details.

2. Use of personal Information

We process personal information collected via this website for the purposes of:

Dealing with your requests

Providing reservation services

Tailoring our services to your requirements and preferences

Conducting market research surveys and providing you with information about products and services we offer.

3. Disclosures

We will NOT sell this information and will not disclose it to other companies.

4. Internet Based Transfers

The data that we collect from you may be transferred to, and stored at a destination outside the European Economic Area (“EEA”). It may also be processed by staff operating outside of the EEA who work for us. Therefore, by browsing this web site and submitting your personal data, you acknowledge and agree to this transfer and the storing or processing of personal data in this way.

We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Unfortunately the transmission of information via the internet is not completely secure. Although we do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information we will use strict procedures and security features to try to prevent unauthorised access.

5. Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

6. Cookies

We do not use cookies for collecting user information from the site and we will not collect any information about you except that required for system administration of the Web server.

HKC Europe Environmental Policy

H.K.C. Europe Limited environmental policy sets out the principle and standards for the company. The hotel and staff are required to comply with the policy.

The Managing Director is responsible to the board for it’s overall performance, supported by the senior staff.

We recognise that our day-to-day operations impact on the environment in many ways and we seek to minimise the potentially harmful affects of such activities whenever and wherever possible.

In particular the company's policies are:

To meet and whenever possible exceed all relevant regulations.

To recycle all consumable materials wherever possible including all paper and timber from the Hotel grounds and to have due regard to the environment, it's habitats and biodiversity.

To regularly assess business operations for compliance with policy, performance and achievement of targets.

To take environmental considerations into account in all major business decisions.

To minimise waste, especially hazardous waste and to dispose of all waste through safe and responsible methods.

To encourage employees to work in an environmentally responsible manner, and to provide them with the appropriate training and guidance.

To work with suppliers who will be encouraged to operate in an environmentally responsible manner.

To make customers aware of all environmental policies in the specific areas where they are in direct contact.

To carry on business in a responsible manner with due regard to the hotel's immediate environment, particularly at unsociable hours and in relation to noise, odour, lighting, litter, uncollected waste or deliveries and collections.

To maintain building exteriors, outdoor equipment and grounds to create a positive visual impact within the hotel's community.

To introduce contingency plans for major incidents to reduce their environmental impact.

Hotel Proprietors Act 1956

Under the Hotel Proprietors Act 1956, an hotel proprietor may in certain circumstances be liable to make good any loss of or damage to a guest's property even though it was not due to any fault of the proprietor or staff of the hotel.

This liability however—

(a) extends only to the property of guests who have engaged sleeping accommodation at the hotel;

(b) is limited to £50 for any one article and a total of £100 in the case of any one guest, except in the case of property which has been deposited, or offered for deposit, for safe custody;

(c) does not cover motor-cars or other vehicles of any kind or any property left in them, or horses or other live animals.

This notice does not constitute an admission either that the Act applies to this hotel or that liability thereunder attaches to the proprietor of this hotel in any particular case.