



THE W12 ROOMS TERMS & CONDITIONS

1. Prices

All published rates include VAT or local service charges at the current rate. The Hotel reserves the right to alter prices for any reason up to the date of booking or up to 12 weeks prior to arrival, whichever is the later. After such dates, prices may only be altered to reflect a change in the rate of VAT or local service charge and taxes or for any other reason outside of the control of the Hotel, in which case the changes will be notified to the Client. In the latter event, the Client may cancel the booking without cost.

2. Availability

All rooms and rates offered by the Hotel are subject to availability and the discretion of the Hotel manager. Limited numbers of suitable rooms may be allocated to individual rates, packages or promotions and, when these allocations are taken up, remaining available rooms may be offered to the Client at a higher price.

3. Bookings

Bookings must be guaranteed for the first night's accommodation by a major credit or debit card, by payment of a deposit or by agreement in writing with a company, travel agent or Hotel booking agency. At the discretion of the Hotel, or for some packages, full pre-payment may be required. At least three working days are required to process credit and debit card payments and five working days to process cheque payments.

4. Arrival and departure

Bedrooms are usually available from 3.00pm local time on the day of arrival. Check out is by 11.00pm local time. There may be occasions, at times of high demand, when our Clients can check in and use all the Hotel facilities, but the bedroom is still being prepared. If you need to extend your stay or require a later checkout please contact reception as soon as you can. Although we try to accommodate these requests it is not always possible to do so.

5. Cancellations, amendments and non-arrivals

Cancellations and amendments for bookings made online can be done by contacting our Hotel. When the booking is confirmed, a reservation number will be supplied. This must be retained for access to the booking in the event of the need for cancellation and/or amendment. Our cancellation policy is by 10:00am two days prior to arrival. Please note that full payment for your reservation will be deducted from the credit or debit card provided at the time of booking. In the event of a declined payment, your reservation will be cancelled and you will be notified in line with our cancellation policy. All pre-payments are non-refundable or transferrable. Failure to cancel prior to this time will result in the loss of any payments made.

If the Hotel cancels before 48 hours prior to the scheduled day of arrival, the Hotel's liability to the Client will be no greater than the amount paid by the client in respect of any booking. If the Hotel cancels within 48 hours of the time of arrival, the Hotel's liability will be limited to the charge for one night's accommodation. Where possible the Hotel may but is not obliged nor will it be liable to find alternative accommodation for the Client in the event that the Hotel is unable to accommodate the Client.

A cancellation number will be provided at the time of cancellation and this should be retained for future reference.

6. Payment

Settlement of the bill in full, less any advance payments must be made prior to departure from the Hotel. Upon arrival the Hotel reserves the right to request pre-authorisation of the Client's credit or debit card or where payment is to be by cash, request the Client to place cash up to an amount of 1.5 times the room rate multiplied by the number of nights booked.

All major credit and debit cards are accepted. Please contact the Hotel prior to arrival. Accounts may only be forwarded for payment on completion by the Client and formal acceptance by the Hotel of an application for credit facilities, which may be withdrawn at any time. Credit facilities are not offered to private individuals.

All sums are due for payment on presentation of the invoice.

7. Breakfast

Breakfast is not served inside the Hotel. The room rate is inclusive of a Continental Breakfast. Upon arrival you will be given vouchers valid for Breakfast each morning of your stay, which can be redeemed at the 'Panini House Restaurant'. The Panini House address is 58 Uxbridge, Road Shepherd's Bush W12 8LP, two doors away, when you turn right out of the front door. They also serve a wide variety of hot breakfasts a special rate for W12 Room customers only.

Breakfast is served between 7:30am and 10:30am all week.

8. Smoking

In line with the change in UK legislation, W12 Rooms operates a NO SMOKING policy within all interior areas of the Hotel including guest bedrooms, public areas and corridors.

For resident guests who do not comply with our NO SMOKING policy, a charge of £75.00 will be added to their bill to include the cost of cleaning all soft furnishing to remove the odour of tobacco.

Designated smoking areas have been allocated within the Hotel grounds - please enquire upon check in.

We appreciate your co-operation with this No Smoking Policy.

9. Disabled guest rooms

We seek to ensure that we meet our obligations under the Disability Rights Legislation. We have one deluxe room that is suitable for guests with mobility difficulties. **Please note that the Hotel doesn't have any lift services** available, therefore the guests are requested to keep this information in mind before booking the rooms or check with our reservations office for further information (0203 6758 551). The Hotel will not refund any cancellation which will be made within 48 hours due to the lack of above mentioned facility and neither take any responsibility to provide any alternative means of lift facility. For safety, disabled guests are requested to make a prior arrangement themselves for as an alternative of such services.

10. Car parking

The Hotel doesn't have its own car parking facility. However, the customers can use the local street parking or Westfield Shopping Center Car Park or West 12 Center car park. The W12 Rooms accepts no liability to damage or loss from vehicles parked in these car parks or local street.

11. Children

Children aged 15 years and under must be accompanied by a responsible adult to ensure that the children's behaviour is appropriate for other guests within the Hotel. In no circumstances is it permitted to leave a child in the building unaccompanied by an adult. At the discretion of the Hotel, children may be excluded from certain events or promotions where deemed unsuitable or inappropriate.

12. Dogs and Other Pets

Regrettably no pets of any kind are permitted under any circumstances. The client is liable for any infringement of this.

13. Behaviour

The Hotel reserves the right to judge acceptable levels of noise or behaviour of Clients, guests or representatives, who must take all steps for corrective action as requested by the Hotel. In the event of failure to comply with management requests, the Hotel may terminate the booking or stop any event immediately without being liable for any refund or compensation.

14. Discrimination

It is the policy of the Hotel not to discriminate on the grounds of race, colour, nationality, creed, sex, marital status, age, ethnic origin or disability. Clients, their employees, guests and all sub-contractors engaged by or on behalf of the Client are expected to adhere to this policy and the Hotel may, without incurring any liability to the Client, remove from the Hotel any person or persons offending against this policy.

15. External purchases

No wines, spirits, beers or food may be brought into the Hotel or Hotel grounds by Clients, their guests or representatives for consumption or sale on the premises without the express written consent of the Hotel and for which a charge may be made by the Hotel.

16. Comments and complaints

Any comment or complaint regarding the stay should be made to the Hotel Duty Manager at the time of visit so that the matter can be resolved immediately.

17. Statutory requirements

The Hotel is subject to statutory controls, including those relating to fire, licensing, entertainment, health, hygiene and safety. These must be strictly observed by Clients, their guests and representatives.

18. Liability

Other than for death or personal injury caused by the negligence of the Hotel, the Hotel's liability to the Client is limited to the price of the booking.

Unless the Hotel is liable under the above clause, the Client indemnifies the Hotel from and against any and all liability and any claims, proceedings or damages resulting or arising from the booking, event or function, the Client, guests or

any outside contractors of the Client.

The Hotel will not be liable for failure to perform to the extent that the failure is caused by any factor beyond its reasonable control.

The Hotel does not accept responsibility whatsoever for damage to, or theft from, or theft of, vehicles parked on the Hotel premises.

We reserve the right to charge guests the cost of rectifying damage, caused by the deliberate, negligent or reckless act, omission, default or neglect of the Clients, their guests or sub-contractors 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 guest's credit / debit card, or send an invoice for the amount required to make good or remedy any such damage, to the registered address. We will however make every effort to keep any costs that the guest would incur to a minimum.

Third Party Liability

The Hotel does not accept any liability for services rendered by third parties to Clients notwithstanding that such services may be arranged by The Hotel. Any claim, demand, charge, suit or damages which may be incurred by the Clients or their guest (or any person claiming thereunder) shall be made directly with such third parties and The Hotel shall render all reasonable assistance in this regard.

19. Insurance

The client is recommended to have and is responsible for insurance to cover cancellation, curtailment, and loss of baggage, personal effects and money.

20. Data protection

The information provided by the Client may be processed by The Hotel for the purposes it has notified to the Information Commissioner. By confirming a booking or enquiry, the Client consents to this processing of the information. The Hotel respects the privacy of every individual who visits our website. The data collected about you will be used to firstly fulfil any service you might request e.g. to request a brochure, make a booking etc and secondly to improve how, as a company, we serve you.

We will under no circumstances give your personal data to third parties. However, unless you specifically ask us not to (and this option is always given) we will use your data to send you further information from The Hotel. Any e-mail sent to you will always provide you with the option to unsubscribe. This is in accordance with UK Data Protection Legislation. When making a booking, your credit card or billing account details are only retained for the purpose of handling that individual transaction.

In order to process a booking or enquiry, your Personal Information and payment details may be passed to third party service providers and, where we are lawfully requested to do so, regulatory authorities. Such third party service providers will have access to the Personal Information needed to perform the relevant service. They may not, however, use your Personal Information for any other purposes and are required to process your Personal Information in accordance with the Data Protection Act 1998.

For your protection we are registered under the Data Protection Act 1998 and have given all appropriate notifications to the Information Commissioner.

21. Dispute

These terms will be construed in accordance with English law and the Hotel and Client submit to the non-exclusive jurisdiction of the English courts.

22. Website information

The Hotel cannot accept responsibility for any errors or omissions and reserves the right to cancel, amend or vary the details featured in this website without notice. The information contained in this website is provided in good faith. The use of any information from this website is entirely at the risk of the user. The Hotel will not be liable for any costs, losses, expenses or damages (whether direct or indirect, special, economic or financial) that may be incurred through the use of any information contained in this website or in any other website linked to this website. E&OE (Errors and Omissions Excluded) applies to w12rooms.co.uk

23. Copyright

The content of each page of this website is the property of W12 Rooms. No part of our website may be reproduced, displayed or republished in any form without prior consent, except that permission is granted to a user to print or photocopy individual pages from our website, provided that this is for personal use only.

24. Web Site Security

Booking online through our website is safe. Security of our website is paramount and we have invested a great deal of time and money to ensure you can have the peace of mind that your details are secure. Our online reservation system uses up to date security software.