



## TERMS OF BOOKING

### Reservations

A reservation is confirmed when we receive your written acceptance of your booking details and our terms. A 25% booking deposit is taken on reservation, and the balance is paid on arrival, your acceptance of our booking terms will be your authorisation for us to automatically deduct the balance from your credit card on that date.

Cancellations: Please let us know in writing if you need to cancel. We only charge for cancellations if we are unable to relet your room and it is 14 days or fewer until your arrival. The cancellation charge is 75% and we do recommend you take out travel insurance to cover this eventuality.

### Payment on departure

Cash, Mastercard, Visa, Delta or Switch. Cheques by prior arrangement. Sorry, no refunds for missed meals or unused rooms.

### Facilities and services

Please let us know if you have any special requests (dietary, room location etc) so we can do our best to make sure we get everything just right for you.

We do have a safe in reception should you wish to deposit any valuables during your stay for safekeeping.

We do our best to keep everything at The Scarlet shipshape but occasionally something might go awry. We accept this as part of life and don't accept liability if a facility is out of action or a guest chooses to take part in an activity at their own risk. We expect Scarlet to evolve as we listen to our guests' feedback, so please expect changes to our facilities and entertainments from time to time and let us know about anything that is particularly important to you or on which you would like more details.

### Access

All public areas of the hotel are accessible by wheelchair as are two levels of our bedrooms. The path to the beach from the hotel garden is narrow and not wheelchair accessible. The hotel garden slopes and has some areas with steps but other areas are wheelchair accessible.

### If something goes wrong

Please let us know as soon as you can so we can try to put it right.

If you or your party are unwell or are carrying a contagious illness that could harm other guests, please let us know, so we can look after you better. We may limit your access to the main hotel so that other guests are protected.

### Our liability to you

Our primary aim is to help you have a great stay but, in case you don't, our lawyer friends insist we limit our liability to what you have paid us. For the sake of legal correctness, we let them write this bit:

The Hotel shall not, except in respect of death or personal injury caused by the Hotel's negligence or in circumstances of fraud or fraudulent misrepresentation (or as otherwise provided for in these terms), be liable whether in tort, contract, misrepresentation or otherwise for any indirect, special or consequential loss, damage, costs, expenses or other claims (whether caused by the Hotel, its employees or agents or otherwise) which arise out of or in connection with the provision of the facilities and services under these terms. The Hotel's total liability in contract, tort, misrepresentation or otherwise arising in connection with the performance or contemplated performance of the services shall be limited to the price paid for those services. All warranties, conditions and other terms implied by statute or common law are, to the fullest extent permitted by law, excluded from these terms.

Whilst on the subject of things that none of us want to happen, the Hotel will not be liable for any failure or delay in providing its wonderful facilities or services as a result of events or matters outside its control. Our lawyers again insist we tell you that this includes (but is not limited to) fire; explosion; storm; flood; Act of God, action by Government or a Governmental agency; shortage of goods or materials; strike or lock-out; we wonder if they might have been a bit more inventive.

In addition you need to know that "The Scarlet" is the trading name of Scarlet Hotel Limited ("the Hotel").