

# **Blacknest Accommodation Booking Terms and Conditions**

## **1. Introduction**

Welcome to Blacknest Golf & Country Club. By booking a room with us, you agree to abide by the following terms and conditions. Please read them carefully.

## **2. Reservations**

### **2.1. Booking Confirmation**

A booking is confirmed only after receiving a confirmation email from Blacknest Golf & Country Club containing the reservation details.

### **2.2. Guest Information**

Guests must provide accurate personal information during the booking process. Any false information may lead to the cancellation of the booking.

## **3. Payment Policies**

### **3.1. Deposit and Prepayment**

A deposit or prepayment may be required to secure your booking. The amount and payment schedule will be specified during the booking process.

### **3.2. Accepted Payment Methods**

We accept payments via credit card, debit card, and other specified methods. Please refer to our website or contact us for more details.

### **3.3. Final Payment**

The balance of the booking amount is due upon check-in, unless otherwise specified.

## **4. Cancellation and No-Show Policies**

### **4.1. Cancellation by Guest**

- Pre-paid rates are non-cancellable and the entire payment will be retained by Blacknest Golf & Country Club
- Flexible rates are free to cancel up to 7 days before the date of stay, if you cancel within 7 days of the date of your stay a 50% charge will incur.
- No-shows will be charged the full booking amount.

### **4.2. Cancellation by Hotel**

In rare cases, the hotel may need to cancel a booking. In such instances, guests will be notified as soon as possible and offered either a full refund or alternative accommodation of a similar standard.

## **5. Check-in and Check-out**

### **5.1. Check-in**

Check-in time is from 15:00 to 21:00. Early check-in may be available upon request and subject to availability. Additional charges may apply.

### **5.2. Check-out**

Check-out time is 10:30. Late check-out may be available upon request and subject to availability. Additional charges may apply.

## **6. Guest Responsibilities**

### **6.1. Conduct**

Guests are expected to conduct themselves in a respectful manner. Any behaviour that causes damage to the hotel property or discomfort to other guests may result in eviction without refund.

### **6.2. Damage and Liability**

Guests are responsible for any damage caused to hotel property during their stay. The hotel reserves the right to charge for repairs or replacements. Any lost property, if discovered and found, left behind by guests during a stay will be held for a period of 1 month. While we will make our best efforts to reunite lost property with their owners we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belongings before checking-out. We may offer to post lost items via recorded delivery at the cost of the property owner, otherwise collection can be arranged.

### **6.3. Smoking**

Smoking of any tobacco products including, but not limited to cigarettes, vapes, pipes, cigars, snuff or chewing tobacco, is only allowed in designated areas as sign posted and is in accordance with the Health Act 2006.

### **6.4. WIFI**

Where WIFI Internet access is provided, guests accept to use this access to the Internet fairly and appropriately. We may monitor network performance and user usage in order to maintain a fair and high level of service to all our guests. The Internet access provided is intended for general use such as access to the world wide web, email, messaging, social media, light video / music / media streaming. It is not intended or ideally suited for heavy media streaming, online gaming, extensive downloads / uploads. Access to illegal activity or use of our network for illegal activity is not prohibited and will be reported to local authorities.

### **6.5. Pets**

Pets are not allowed in hotel rooms, however well behaved dogs are allowed in the clubhouse on request.

## **7. Hotel Services and Facilities**

### **7.1. Amenities**

Access to certain amenities may be subject to additional terms and conditions, which will be communicated upon check-in.

## **7.2. Service Interruptions**

The hotel will make every effort to ensure that all services and facilities are available as advertised. However, interruptions may occur, and the hotel will not be liable for any service outages.

## **8. Privacy Policy**

The hotel is committed to protecting your privacy. Personal information collected during the booking process will be used solely for the purpose of your stay and will not be shared with third parties without your consent.

## **9. Governing Law**

These terms and conditions are governed by the laws of England. Any disputes arising out of or in connection with these terms shall be subject to the exclusive jurisdiction of the courts of England.

## **10. Changes to Terms and Conditions**

The hotel reserves the right to amend these terms and conditions at any time. Guests will be notified of any significant changes before their effective date.

## **11. Contact Information**

For any questions or concerns regarding these terms and conditions, please contact us at:

- Blacknest Golf & Country Club
- Frith End Rd, Alton, Hampshire, GU344QL
- 0142022888
- [info@blacknestgolf.co.uk](mailto:info@blacknestgolf.co.uk)