



Skene House Apartment Hotels Booking Terms and Conditions

The terms and conditions detailed below apply to all accommodation bookings made with Skene House Apartment Hotels directly, via a third party or online at www.skene-house.co.uk. Please note that for promotional bookings the relevant additional terms and conditions should be consulted. When you make a booking your contract (which shall include these terms and conditions) will be with Skene House Apartment Hotels, which shall mean in these terms and conditions Skene Investments (Aberdeen) Ltd, 96 Rosemount Viaduct, Aberdeen AB25 1NX.

All rates featured on the Skene House website are offered subject to availability and Skene House Apartment Hotels reserved the right to refuse any booking for good reason.

PRICING Our packages and pricing will fluctuate depending on availability and demand at any given time. All prices are subject to change without notice. Prices are subject to availability and are inclusive of VAT at the current prevailing rate. Your price is guaranteed once you have been given a confirmation number.

ADVANCE PURCHASE RATES In general, our Advance Purchase Rates are available 10 days or more before the date of arrival, and are fully prepaid at time of booking. Advance Purchase Rates are **non-refundable and non-transferable**. The credit/debit card used to book the Advance Purchase rate must be presented to reception on arrival at the hotel. Please note that failure to do so will result in an alternative payment method being required.

BEST AVAILABLE RATES In general, our Best Available Rates are available until the day of arrival. These rates allow you to alter or cancel your booking up until 2pm 2 days before arrival without charge. Cancellations made after 2pm 2 days or less before arrival will incur a one night's room charge.

NON-REFUNDABLE RATES In general, our non-refundable rates are fully prepaid at time of booking and are non-refundable and non-transferable. The credit/debit card used to book the Non-Refundable rates must be presented to reception on arrival at the hotel. Please note that failure to do so will result in an alternative payment method being required.

PROMOTION & PARTNERSHIP RATES These rates will require a promotion code. Separate terms and conditions apply which will take precedence over these.

For the avoidance of doubt, your price does not include any incidental charges which you may incur during your stay (including, by way of example only, in respect of your use of the hotel's bar facilities and the costs of external telephone calls from your room). Such charges will be payable by you on your departure. In the event that you fail to pay any such incidental charges, it is a condition of your contract with Skene House Apartment Hotels that you irrevocably authorise Skene House Apartment Hotels to debit your credit or debit card (see 'Deposits and Pre-payments' below) for the amount of any shortfall.

AVAILABILITY During major sporting events, social events, conference and exhibitions certain rates may not be available. Certain dates may be subject to a minimum length of stay. All rates are subject to availability.

PETS Skene House Apartment Hotels welcome dogs in selected apartments, subject to availability and the following restrictions

- For Short stay bookings a £5 supplement per night will be applied.
- For a long stay booking over 30 days a one off £150 charge will be applied to cover the deep cleaning costs.
- Guest must contact Central Reservations Office or property directly at the time of booking when planning on bringing a dog.
- Maximum one (1) dog per suite - all dogs must be fully housetrained.
- Maximum size of dog 30-35kg.
- The suite will not be serviced while the dog is in the suite.
- Dogs should not be left unattended in the suite. If crate trained a dog may be left in the suite alone for a short time as long as they are in a cage or pet carrier.
- Credit card will be needed as a guarantee to cover any damages to the suite. Suite to be inspected prior to guest departure.
- Dogs are not allowed on furniture.
- Dog to be kept on a lead at all times when on property unless inside the suite.
- Guests must clear up after their pets in and around the hotel at all times. A £50 fine may be charged.
- Excessive noise and barking that is disruptive to other guests cannot be tolerated and upon receipt of two (2) noise complaints management reserve the right to ask the guest to make alternative arrangements for their pet.

CAR PARKING Car parking is free of charge at all three of our properties, however, there is limited availability and it is given on a first come first served basis. For further information on parking availability, please call the property directly. Users of the car parks do so at their own risk, Skene House Apartment Hotels will not accept any liability for any accidents, damage or loss incurred.

INTERNET The Internet is provided free of charge to all Skene House Apartment Hotels guests, it is intended to allow you to access the internet in order to use, amongst other things, the worldwide web, e-mail, messaging services and chatrooms. You undertake to us that your behaviour while using this service will be lawful, honest and proper.

ARRIVAL AND DEPARTURE Suites are available from 2pm on the day of arrival and suites must be vacated by 11am on the day of departure, unless otherwise sanctioned at the discretion of the Property Manager. Failure to vacate your suite at the check-out time may incur one additional nights' accommodation charge at the Best Available Rate for that night.

MEAL ARRANGEMENTS Breakfast included in price is a cooked breakfast buffet served in the breakfast rooms. There is no refund for meals which are not taken by guests.

BOOKING INFORMATION Call Skene House Apartment Hotels Central Reservations Team on +44(0)1224 659392 or book online at www.skene-house.co.uk, or call the property of your choice directly. Due to the nature of some of our products, not all of them are available online. Our Central Reservations Team is available to take your booking from 8.00am to 5.00pm Monday to Friday.

If you make a booking through Skene House Apartment Hotels Central Reservations or directly with the property, you will be asked to guarantee your booking with a valid debit/credit card if booked on Best Available Rates, or to prepay if booked on our Advance Purchase Rates, Non-Refundable Rates, partnership or promotional rates.

GROUP BOOKING Bookings incorporating 10 suites or more is classified as a group and is subject to our Group Terms & Conditions of business, which differ from our Best Available and Advance Purchase rates. Please contact Central Reservations for further details.

DEPOSITS AND PRE-PAYMENTS Payment will be taken in accordance with the Terms & Conditions of the rate booked. In the event of cancellation, payment will be taken in accordance with our cancellation terms. See under Cancellations and Amendments for details on cancellations. A credit card number will be required to guarantee the booking.

BALANCE OF MONIES OUTSTANDING Prior to your departure from the hotel you will be required to settle your bill. On arrival you will be asked to produce a valid credit card for the hotel to take pre-authorisation to cover your total accommodation cost and a further charge as a security deposit. If you are settling your account in cash or with a debit card, you will be asked for a deposit to cover the cost of your room and an additional amount as a security deposit. Skene House Apartment Hotels accept all major credit cards, including MasterCard, Visa and American Express. Alternatively, payment can be made by cheque supported by a current cheque guarantee card. The credit/debit card used to book the advance purchase or non-refundable rate must be presented to reception on arrival at the hotel.

MAXIMUM OCCUPANCY Our accommodation suites are not intended as a venue for social gatherings, parties or other such events. Each suite type at Skene House Hotel Suites has a maximum occupancy level, which if exceeded will result in forfeit of your deposit and may lead to your immediate removal from the premises without further notice and without refund of any accommodation charges. The maximum occupancy for each suite type is the maximum number of persons the suite is designed to sleep, plus 2 visitors. Visitors are not permitted in a suite after 11pm. For which, in both cases, expressed permission is required by the Duty Manager. Where a cot(s) or extra beds have been supplied the maximum occupancy will be increased to include children under the age of five.

ADDITIONAL BEDDING Extra beds and/or cot(s) can be provided on request, please contact our Central Reservations Team on +44 (0)1224 659392 before making your reservation. A maximum of one extra bed or cot can be accommodated in a bedroom and are subject to availability.

LAUNDRY Skene House Apartment Hotels cannot be held liable for any loss or damage of any items either sent to our dry cleaning and laundry contractor or by use of the in-house laundry facilities.

CONDUCT We want every guest to enjoy their stay at Skene House Apartment Hotels, but in the event that our Duty Manager receives complaints regarding excessive or unacceptable noise levels from your party, and where a previous request to desist has been ignored, Skene House Apartment Hotels reserves the right to ask your party to leave the premises. In this instance both your accommodation and deposit charges will be forfeited. In the event your party refuses to vacate the premises, having been asked to do so by the Duty Manager, the police will be asked to attend. Any damage in the suite(s), or excessive noise or disruption to any other guests will result in your deposit being non-refundable. Where guests have conducted themselves in an unreasonable manner you could be liable for further reasonable charges due to loss of revenue and any repairs required. The credit/debit card details provided to guarantee your reservation will automatically be charged if damage is caused to the suite, or excessive noise or disruption to other guests is caused resulting in complaints and accommodation charges having to be refunded. Reasonable charges may include the following: the cost of deep cleaning the suite, repair to furniture, damage to soft furnishings, paint and decoration and loss of

revenue if the suite has to be placed out of order whilst the repairs are carried out to return the suite to the Skene House standard.

NON SMOKING POLICY As per Scottish Law introduced on 26/03/2006, smoking is prohibited indoors. There is a minimum fine of £150 per suite for non-compliance with this law. Further to this, there is a significant suite recovery fee for guests who do not comply in order to cover the extensive cost of restoring suites to a smoke free condition.

ZERO TOLERANCE Skene House Apartment Hotels will not tolerate any behaviour by guests, visitors or staff which negatively affects the comfort, enjoyment, health, safety or wellbeing of others. Guests agree to comply with this policy, and further acknowledge that Skene House Apartment Hotels reserve the right to refuse or discontinue stays to any Guest or visitor who, in Skene House Apartment Hotels judgment, is conducting themselves in a manner that adversely affects the stay or working environment of others. In all cases Skene House Apartment Hotels shall not be liable for any damages, refund or other compensation, including travel costs.

In the interest of safety and security, Skene House Apartment Hotels records CCTV footage of the car parks and public areas.

CANCELLATION & AMENDMENTS All cancellations are made in accordance with the cancellation terms of the rate booked.

Advance Purchase Rates and Non-Refundable Rates are non-refundable and non-transferable and full pre-payment will be forfeited.

Best Available Rates may be cancelled without charge up until 2pm 2 days before arrival, after which a charge for the first night's accommodation shall be payable.

Promotion and Partnership rates may only be cancelled in accordance with the specific terms applying to that rate which will be advised at the time of booking.

A cancellation number must be obtained to ensure that minimum charges are levied. Whilst every effort is made to fulfil any particular requests which you may make in relation to your stay with us, please note that these requests do not form part of our contract and we cannot guarantee that we will be able to meet any particular requests.

In the unlikely event that we have to change or cancel your reservation, we reserve the right to do so. However, you have the right to: accept the changed arrangements as notified or make alternative arrangements with Skene House Apartment Hotels; or cancel your reservation and receive a full refund of any monies which you have paid to Skene House Apartment Hotels in respect of your reservation (please note that we shall not be liable for any sums which you have paid to any other persons in connection with your reservation).

For the avoidance of doubt, we shall have no further liability to you for any changes to or the cancellation of any accommodation.

NON ARRIVALS In the event of a non-arrival, the first night's accommodation will be charged and the suite will be released after 24 hours.

EARLY DEPARTURE During your stay, should you wish to check-out earlier, you are required to inform reception prior to 11am to avoid incurring a charge for that night's accommodation. Please note that this applies only to Best Available Rates and negotiated corporate rates. Advanced Purchase Rates, Non-Refundable Rates and Promotion Rates with minimum length of stay terms, will still incur the accommodation charge.

COMPLAINTS OR COMMENTS Any complaint or comment regarding a stay at one of our properties should be made in the first instance to the duty manager at the time of your stay so that it can be resolved at the time.

Problems which cannot be resolved there and then should be notified in writing to the manager of the relevant property.

INSURANCE Skene House Apartment Hotels liability where accommodation is booked for Guest belongings is generally limited under the Hotel Proprietors Act 1956.

Skene House Apartment Hotels maintains appropriate insurance cover where the hotel is liable for any injury or loss or damage suffered by our guests.

Skene House Apartment Hotels recommends you obtain adequate insurance cover for your stay, Skene House Apartment Hotels is not responsible for your travel insurance and we would recommend that you purchase cancellation insurance.

PRIVACY POLICY We are committed to protecting your privacy and this statement summarises what personal details we may collect from you before, during or after your stay and what we will do with them. Any changes to our privacy policy will be posted on our website, if you wish us to remove your details from our marketing database at any time please email us.

GENERAL INFORMATION Although every effort has been made to ensure the accuracy of the information contained in our website, we cannot accept responsibility for any errors or omissions, and reserve the right to vary, amend, supplement or cancel any of the information or offers featured on the website at any time.

All details are correct at time of publishing, however may be subject to change from time to time. Images of suite types shown on our website, third party websites and other directory listings are for reference only as the suites vary in style, size and shape.

Skene House Apartment Hotels shall not be responsible for any loss or damage which you may suffer arising out of events beyond its control or the control of its suppliers (including, without limitation, fire, failure of electrical, gas or other power supplies, strikes, industrial action, terrorist activity, technical problems with transport and bad weather), nor for any curtailment, cancellation or change to any accommodation, activity or itinerary or any other consequences which arise as a result of such events.

For the avoidance of doubt, nothing in these terms and conditions shall operate to attempt to exclude or limit Skene House Apartment Hotels ' liability for the death or personal injury of any person caused by the negligence of Skene House Apartment Hotels or its employees, servants or agents or to attempt to exclude or limit Skene House Apartment Hotels ' liability in any manner which would be unlawful.

These terms and conditions shall be subject to the laws of the jurisdiction in Scotland.