Terms and Conditions

1. Beach House Hotel.

a. How to contact us: You can contact us in the following ways: by telephone on 01665 720337, by email at enquiries@beachhousehotel.co.uk, or by writing to us at Beach House Hotel, 12A St. Aiden's, Seahouses. NE68 7SR.

b. How we may contact you: If we need to contact you, we will do so via telephone, email or writing, based on the contact information you have provided us with on booking.

c. Card Details: We accept Visa, Master Card, Maestro card payments, we do not currently accept Amex cards. We reserve the right to change cards we do and do not accept without prior notice.

2. Beach House Hotel and our contract with you.

a. Accepting your booking: card details will be taken from you and used for deposit and final payment for your stay. We require a 50% refundable deposit at time of booking of the total reservation value. Remaining balance will be taken from the card provided 3 days prior to arrival. We reserve the right to take payment for any pre-booked extras or upgrades on the day of arrival from the card details provided at the time of booking. A confirmation will follow via email.

b. If we cannot accept your booking: In most cases we will notify you before your booking is finalised, however where there are extenuating circumstances that prevent us from fulfilling your booking, we will contact you in advance prior to your arrival time. In the very unlikely situation where your booking cannot be accepted you will not be charged.

c. Confirmation number: Each reservation at Beach House has a unique booking number/code which is provided to you at confirmation. Confirmation numbers are provided regardless of whether you have a direct reservation or booked through a third party. We are able to locate your reservation more efficiently if you have this with you should you wish to discuss your booking.

d. Age: You must be at least 18 years of age to make a booking or stay with us unless you are accompanied by someone over the age of 18. We are entitled to ask all guests to produce identification documents to prove their identity, nationality, and age and we may refuse to allow check in if suitable identification is not available for all guests.

e. Booking guarantee: You must provide a credit or debit card upon booking to secure your reservation. If you fail to provide us with one or it later comes to our attention that the card has been lapsed or cancelled, we reserve the right to cancel your booking

immediately without notice. In this instance your deposit paid is nonrefundable. We accept all Visa and MasterCard cards.

f. Requests: Beach House strives to comply with all reasonable requests made in advance of arrival, however we cannot guarantee we will be able to fulfil any special requests made and these requests do not form part of the contract between you and Beach House.

g. Transferring this contract: This booking is unique to you, and you cannot transfer this booking to another person. We reserve the right to cancel the reservation without compensation to you if the lead guest is not present at check in, or if you Terms and Conditions cannot produce identification to prove you are the lead guest named during the booking process.

3. Our room prices and packages.

a. Our prices: We operate a pricing model which means the rates can fluctuate based on the time of the year, day, and demand. The price paid at the point of booking is the price which will be committed to you during your stay and is inclusive of VAT. It will be confirmed and sent to you via email per Clause 2a.

b. Group bookings: Potential discounts could be applied on a case-by-case basis, see Clause 7. This is solely at our discretion and may not be available for every booking.

c. Our prices include: All bookings include VAT in the price. In the event of fluctuations in VAT rate then Beach House will absorb the price of VAT and the booking will remain the same price throughout. Most of our rates include just “Bed and Breakfast” however at times we may have offers or additional extras added into your reservation which will be confirmed in writing at the price quoted. All other purchases or charges that have been allocated to your room during your stay are payable on departure. In the event that you leave without paying the balance of your bill we reserve the right to charge this to the card details provided on booking.

d. Packages: Some packages are not available to be booked on specific days or dates, this is shown in the terms and conditions of those packages. We therefore reserve the right to cancel in advance any booking placed due to a technical/system error where the package is unavailable.

e. Packages including dinner: Where dinner supplements are included, these may vary depending on the package type booked, details will be shown in all advertising and booking confirmation and can also be clarified by discussing with our Reception team at any time.

4. Room occupancy.

a. We must know: You are required to state the number of guests who will be staying in each room when submitting your booking request. Any alterations to number of occupants must be brought to attention of the Hotel prior to arrival and agreed with a member of staff.

b. Your room: We will endeavour to keep the room held for the reservation the same on arrival and throughout your stay, however we reserve the right to change the room allocated to you for another room that is of either equivalent or higher standard and you will not be entitled to compensation for the change. In extreme circumstances we may require you to move rooms during your stay and will endeavour to move you to a room of equivalent or higher standard without compensation.

5. We are dog friendly.

a. Dogs with us: Should you wish to bring your fellow four-legged-friends, we do have several rooms in which they can stay. You must notify us at the time of booking if you are bringing a dog(s) to ensure you allocated to a dog-friendly room. Terms and Conditions Should your plans change, and you notify us later we may need to change your room, and you will not be entitled to compensation for this change. If there are no dog friendly rooms available, we reserve the right to cancel your booking at the point of discovery and the cancellation fees in Clause 6 may apply. b. Restrictions: We do not allow dogs on the furniture or bedding. During your stay with us, or on departure should we find any damages or cleaning which could have been avoided, there may be a linen charge or charges for the damages added to your bill. Throughout the hotel, the ground floor rooms, the bar area is dog friendly. There is a maximum of three dogs allowed per room.

b. Fee: Our dog supplement is £25.00 per dog per stay that applies to all dogs, and all breads. Additional charges may be incurred if you fail to notify us prior to arrival and we do not have a dog friendly room available. We also reserve the right to cancel the booking without refund or date changes, if we do not have suitable, alternative or pet-friendly rooms available for your booking. This may apply to part or all your booking.

6. Cancellation and alteration.

a. Cancellation window for standard flexible rate: You must cancel your booking before 15:00 on the day that is Three days before the day that your booking starts. If you try and cancel after this cut off point or do not arrive, the booking will be charged in full of the total reservation value inclusive of any package items or upgrades included in your booking. This charge is to compensate us for the cancellation and is not a charge for any service. If you made your booking before 26th September 2024, your cancellation policy is 7 days prior to arrival

b. Outside the cancellation window: If you cancel outside of the cancellation window and we can re-sell your room, we will try to move your booking to another mutually

convenient date (please note that charges may apply for bookings moved to higher price dates).

c. How to cancel: Please call our reception team or send them an email to enquiries@beachhousehotel.co.uk explaining that you wish to cancel. Please ensure you provide all relevant details they request about your booking; they will confirm this cancellation via email.

d. Christmas and New Year period: Bookings for stays over the festive period between 23rd to 25th December and 31st to 1st January inclusive are subject to an enhanced 28-day cancellation policy. Different cancellation policy may apply to any seasonal special rates or packages.

e. Advance Purchase rates: full payment is required at the time of booking and is non-refundable non-transferable.

7. Corporate and group bookings.

a. Terms: Any booking that consists of seven or more rooms is regarded as a group booking and the provisions of this clause will apply instead of the provisions in clause 4 - 1-6 rooms: Standard 3-day cancellation window. 7 or more rooms: 28-day cancellation period.

b. Payments: We require a 50% deposit at time of booking of the total reservation value. No later than 28 days prior to arrival, we require the confirmed number of guests in each room, their names, ages and tariff required along with full payment of the remaining balance. It is the responsibility of the lead booker to Terms and Conditions ensure the balances are paid no later than 28 days before arrival. Failure to pay the balance on time could lead to potential cancellation of whole booking.

c. Cancellations: In the event of a cancellation, you must contact us no later than 15:00 on the day that is 28 days before your arrival date. Once the balance of the booking has become due und, you may not cancel the booking. If you try and cancel after this cut off point or do not arrive, the booking will be charged in full of the total reservation value inclusive of any package items or upgrades included in your booking. This charge is to compensate us for the cancellation and is not a charge for any service.

d. Christmas and New Year period: Bookings for stays over the festive period between 23rd to 25th December and 31st to 1st January inclusive are subject to an enhanced 28-day cancellation policy.

8. Smoking policy. a. No Smoking: In line with current UK legislation, we are an exclusively non-smoking establishment. Any guest who is found smoking inside the premises including their rooms, will be charged £250 which will be added to your bill to cover additional cleaning costs. b. Triggering the fire alarm: In the event of the fire alarm

being triggered due to smoking, a further £250 will be added to the bill to cover the costs of the fire brigade call out.

9. Damages.

a. Our right: To keep Beach House up to their current standards, we reserve the right to charge guests the cost of rectifying damage which has been caused by the deliberate, negligent, or reckless acts of the guests to any property or structure.

b. Charging: If such damage is discovered during the stay, it will be brought to the attention of guests at the time to rectify. If such damage is discovered after departure, we reserve the right to charge the card used as a guarantee at time of booking. We can send an invoice for the costs to the lead guest's registered email or postal address.

c. Our effort: We will try our best to rectify any damages to our property internally prior to contracting specialists to make the repairs, therefore making every effort to any costs that the guests would incur to a minimum.

10. Your conduct.

a. A promise: When the booking is made, the booker agrees to be held personally liable for the booking and is to be held to this contract.

b. Group bookings: Where there has been a single lead booker for multiple rooms, they agree to be liable for all rooms in the booking. Should the lead booker not wish to be liable for other rooms or guests, each guest in the party needs to contact the hotel directly to secure a guarantee and provide contact information.

c. Guarantee: Where the booker has supplied a credit or debit card as a guarantee, they hold liability for the cost of charges incurred during the stay. Online or over the Terms and Conditions telephone bookings must be secured either by using an acceptable valid credit/debit card, of which we take 50% at time of booking. If you don't turn up for your booking, the full amount of the entire stay will be charged in full.

d. When we can end your stay. If you or any member of your party breaks the conduct rules set out above or any of the other provisions of the contract between us, we will have the right to:

I. Immediately end your booking and cancel any remaining part of your stay.

II. To require you and all your party to immediately leave the premises, including any car park or other land we own, or to eject you if you refuse to leave.

III. Remove any possessions that may remain in your room and (if you do not collect them within 7 days) to dispose of them without any liability to you; and/or

IV. To prohibit you from coming to any of our venues in the future, either to stay or for food and/or drinks.

11. Arrival & Departure.

a. Parking: Parking is available onsite on a first come first served basis. Where there is no space in our private car park, there are plentiful options around the hotel.

b. Check in: As standard practice, our bedrooms will be available for use from 15:00 onwards. Where you require an early check in (from 13:00 onwards), we can add an early check in supplement of £30.00, this cannot be pre-booked and is subject to availability on arrival day. c. Departure: Rooms should be vacated, and all room keys returned to us by 10:30 on the day of your departure. A late check-out at 12pm can be arranged at a supplement of £30.00 with prior notice no later than 15:00 the day before departure.

12. Marketing Communications (Email and SMS).

a. Signing up: When you make a room or table reservation through our booking systems, you can choose to receive marketing communications from us. If you opt in to email marketing, your email address will be added to our marketing mailing list. If you give us a mobile number and have opted in to our email marketing, you may also receive marketing by SMS. Marketing communications may come from any of our family of venues: Beadnell Towers Hotel, Beach House Hotel and Coast & Country, all operated by Henson Property Northumberland Ltd. Opting in is entirely optional and is not a condition of making a booking.

b. What you'll receive: By opting in, you agree to receive recurring marketing and informational messages, such as news, offers, events and promotions. Some messages may be sent automatically using our booking and marketing systems. Messages will only be sent to the mobile number and email address you gave us, or to any updated contact details you later provide.

c. Message frequency: How often we send messages varies, depending on our offers and events and on how you interact with us. We may change how often we send messages at any time. We may also change the phone number or sender name our text messages come from. Messages will always clearly identify us as the sender.

d. Costs: We don't charge for our marketing messages. Your network's standard rates may apply to receiving messages and to any text you send us, such as STOP or HELP. Contact your mobile provider if you have questions about your plan.

e. Delivery: We cannot guarantee delivery of messages. Neither we nor mobile network operators are liable for delayed or undelivered messages.

f. How to unsubscribe: You can withdraw your consent at any time, free of charge (other than your network’s standard charge for sending a text), by:

I. Replying STOP to any text message.

II. Clicking the unsubscribe link in any marketing email or text.

III. Emailing hello@beachhousehotel.co.uk.

You can unsubscribe from email and SMS separately. After you unsubscribe from texts, we may send one final message confirming it. That message won’t contain any marketing. To receive messages again, simply opt in again.

g. Help: For help, email hello@beachhousehotel.co.uk.

h. Changing your number: If you change your mobile number or pass it on to someone else, please reply STOP from that number first, or email hello@beachhousehotel.co.uk with your old number. This helps us avoid sending messages to someone who hasn’t agreed to receive them.

i. Your data: We process your contact details for marketing on the basis of your consent. We will never sell your details to third parties. For full details of how we use and protect your information, your rights and how to complain, see our Privacy Policy.

j. Changes to these terms: We may update these terms or change or end our marketing programme at any time. The current version will always be published on this page. We will not use your details for any new type of marketing you haven’t agreed to without first asking for your consent. You can unsubscribe at any time if you don’t wish to keep receiving messages.