

Online Booking Terms & Conditions

The terms and conditions detailed below apply to all online bookings at www.invernesspalacehotel.co.uk for Inverness Palace Hotel & Spa and 10 at the Palace. Please note that for promotional bookings the relevant terms and conditions should be consulted. When you make a booking, your contract (which shall include these terms and conditions) will be with Milton Hotels Limited, 8 Ness Walk, Inverness, IV3 5NG (referred to in these terms and conditions as "Milton Hotels").
Tel: 01463 22 32 43

Extra Items: Dinner reservations, Spa treatments, and Golf tee off times cannot be guaranteed on line. If your booking includes dinner, you can book your time on arrival, for Spa treatments please book in advance direct with Spa. Please note that the price being offered currently cannot be guaranteed should you not complete your booking at this stage.

Pricing: All rates featured on the Palace Hotel Website are offered subject to availability and Milton Hotels reserves the right to refuse any booking for good reason. All prices shown online are in £'s per room per night or £'s per person per night (unless otherwise stated) based on 1 or 2 people sharing a classic twin or double room for one or more consecutive night stays, except for certain holiday periods where a minimum 2, 3, or 5 night stay may apply. These rates apply to pre-booked leisure stays only. All prices include Value Added Tax at the current prevailing rate. Increases in Value Added Tax rates may result in the price of your break rising. Prices are subject to change without notice. However, your price is guaranteed once you are given a confirmation number and payment received.

- Palace Saver - Advance Purchase Rate – this is generally available +1 or more days before the date of arrival and will be fully prepaid at the time of booking. Palace Saver Advance Purchase rates are non-refundable and non-transferable.
- Palace Fully Flexible Room Rate – this is generally available until the arrival date. These rates allow you to alter or cancel your booking up until 4pm on the day of arrival without charge. Cancellations made after 4pm will be charged the first nights room rate incur a one night's room charge.

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, spa treatments, taxi extras and the costs of external telephone calls from your room). Such charges will be payable by you on your departure and, in the event that you fail to pay any such incidental charges, it is a condition of your contract with Milton Hotels that you irrevocably authorise Milton Hotels to debit your credit or debit card (see 'Deposits and Pre-payments' below) for the amount of any shortfall.

What the price includes: Website prices include Classic twin or double bedrooms (single room for single guests) with colour TV, telephone and private en suite bathroom. The prices shown online are not valid in conjunction with any other offer and, until you have received your confirmation number, are subject to change without prior notice. References to midweek rates are for Monday to Thursday nights and weekend rates apply for Friday, Saturday and Sunday nights.

Availability: Availability of rooms at the rates shown online may be limited and/or restricted to certain periods. During major sporting events, social events, conferences and exhibitions, the same rates may not be available.

Feature Rooms: You can, on payment of a supplement, upgrade your accommodation to a feature room, on a per room per night basis.

Single Guests: Individual guests using a single room (where available) are charged the standard single room rate, as shown online. When no single room is available, individual guests may book a classic double or twin room which is available online on a room only basis. Single supplements may be charged for leisure break packages. This supplement may be equivalent to the rate charged for a second person's stay, ask prior to booking.

Children: Children under the age of 12 can sleep for free, when sharing a family room with 2 paying adults on the same meal basis. Children from the ages of 5 to 12 will be charged meals as taken when sharing a room with 2 paying adults where a suitable room is available. Availability of family rooms is limited and portable beds may need to be used where such accommodation is sought additional charges may apply. The hotel will determine whether a room is suitable for the purpose of this offer. River View & feature rooms are excluded from this offer. Children staying in their own room will be charged at 50% off the hotels current full flexible rate paid by the accompanying adults, to a minimum charge of £69.90 per children's room on a room only basis.

Guests with Impaired Mobility: Palace Hotel offers access to all guests on the ground floor, however all bedrooms are on the 1st Floor or above and can only be accessed by lifts. Guest accommodated in 10 at the Palace adjacent to the hotel do not have a lift in this building. Guests with any particular requirements should call the Palace Hotel in advance so that their requirements can be met.

Dogs: dogs are allowed at the manager's discretion, in some cases for an extra charge. Please call the hotel direct for details.

Car parking: There is a 21 space car park at the hotel. Car parking is free at the hotel, on arrival guests check in your car at the Palace Leisure Club, when the hotel car park is full overspill parking is supplied via the valet parking service at the Leisure Club to the Cathedral Car Park. Free Valet Parking is provided to all overnight guests. Car Parking permits for the overspill car park require a £10 refundable deposit for the issuing of the permit.

Checking in and out: Hotel rooms are available from 15.00 hrs on the day of arrival and must be vacated by 12am on the day of departure.

Meal arrangements: Those rates which include breakfast offer a full 54 choice hot and cold traditional Scottish breakfast buffet with tea or coffee. Those rates which include dinner offer a choice from the hotel's table d'hôte menu. There is no refund for meals which are not taken by guests and lunch cannot be taken in place of dinner. Please Note: Dinner reservations must be made direct with the hotel to book dining times.

Health, Leisure and Spa: The hotel has excellent leisure facilities, free for all guests, including swimming pool, steam room, sauna and jacuzzi and fitness suite. Your use of such facilities is subject to any particular terms and conditions applying at the Palace Hotel. Please note you swim at your own risk in the

Leisure Club Pool. There is **no** qualified life guard on duty **however** all leisure club staff are emergency response trained. We recommend that all children under 12 are accompanied by an adult when entering the pool and surrounding area. Children under 12 years of age must be accompanied by a supervising adult when using either the Steam room or Sauna and they do so at their own risk. Children over the age of 8 can use the Jacuzzi. Children over 15 years of age can use the gym but will need to be a minimum of 18 years to use the free weights. For more information on club safety call the leisure team on 01463 232 530.

Sleeping Beauty Spa: Charge will be made for any Spa treatments direct to our 3rd party spa provider Sleeping Beauty Spa. Please book **all weekend spa treatments in advance** as Spa is very busy. Some "Spa Breaks" have Spa Treatments included as part of the packages these must be booked 14 days prior to arrival and will be coordinated by the Palace Hotel. All additional spa treatments must be settled directly with Sleeping Beauty. Any complaints or concerns relating to Spa treatments must be in the first instance brought to the attention of Sleeping Beauty staff or alternatively the hotel duty manager.

Booking information: You can book on-line at the Palace Hotel website, due to the nature of some of our products, some are not available on-line. So for hotel reservations please **Call 01463 22 32 43** or email palace@miltonhotels.com. You will be asked to guarantee your booking with a valid debit/ credit card.

Deposits and pre-payments: A deposit or a pre-payment may be required and, where required, will be taken, at the time of booking, in accordance with the provisions applying to the product and rate selected by you. In any event, you are required to guarantee your booking with a valid credit or debit card at the time of booking. Payment (where no deposit or prepayment is required or otherwise of any balance due) will be taken upon departure. In the event of cancellation payment will be taken in accordance with our cancellation terms. See "Cancellations and Amendments" below for details.

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 debit or credit card for the hotel to take an imprint. If you are settling your account in cash, you will be asked for a deposit to cover the cost of your room for your stay (and any extras which you may incur in the hotel will not be chargeable to your room account). Milton Hotels accept all major credit cards, including MasterCard, Visa and American Express. Payment by cheque is no longer available.

Cancellations and amendments: All cancellations must be made in accordance with our cancellation terms. The Fully Flexible rates featured on the Palace Hotel Website may be cancelled without charge up to 4pm on the day of arrival. However, cancellation terms may vary according to the type of rate and package, which you have booked. Where a cancellation is not made in accordance with our applicable cancellation terms, we reserve the right to charge you for the first night's accommodation. A cancellation number must be obtained to ensure that such charges will not be levied. Please note all Advance Purchase rates are non-transferable and non-refundable, so any cancellations will not result in a refund. All Leisure Break packages and special offers have their own cancellation terms please read these prior to booking. Again within 7 days of arrival any cancellation will not result in the return of your deposit. Any bookings made with promotional discounts cannot be cancelled or changed. Cancellations made will forfeit the promotional offer. Please see specific campaign Terms & Conditions for further details. All Group bookings have group booking cancellation terms.

Whilst every effort is made to fulfill any particular requests which you may have in relation to your stay with us, we cannot unfortunately guarantee that we will be able to meet any particular requests which you may make and our failure in this regard will not constitute a breach of contract. 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 Milton Hotels; or
- cancel your reservation and receive a full refund of any monies which you have paid to Milton 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 online booking.

Comments or Complaints: Any complaint or comment regarding a stay at Palace Hotel & 10 should be made in the first instance to the hotel's duty manager at the time of your stay so that it can be resolved at the time. Any that cannot be resolved there and then should be notified in writing or email to General Manager, Palace Hotel & Spa, 8 Ness Walk, Inverness, IV3 5NG (email: palace@miltonhotels.com).

Damage: Any damage caused during your stay at the Palace Hotel should be reported to the Duty Manager at the time of the incident so that appropriate action can be taken to remedy such damage. In such event that damage is caused, the customer shall be responsible for any damage caused to the allocated rooms or the furnishings, utensils and equipment therein by any act, default or neglect by the customer, subcontractor or guests of the customer, and shall pay to the Company on demand the amount required in order to make good or remedy any such damage.

General Information: Although every effort has been made to ensure the accuracy of the information contained online, 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 online at any time.

Milton 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, illness of entertainers 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 the Company's liability for the death or personal injury of any person caused by the negligence of the Company or its employees, servants or agents or to attempt to exclude or limit the Company's liability in any manner which would be unlawful. These terms and conditions shall be subject to the laws of the jurisdiction in which the Palace Hotel is situated.