



## THE INN COLLECTION GROUP

### **Important Information**

Your booking is made subject to the following terms and conditions;

### **Reservations**

You must pay for your booking by credit or debit card.

Damage to rooms of a non 'wear and tear' nature will be charged for.

### **Prices**

All rates quoted per room, per night and are inclusive of VAT. No service charges apply.

### **Credit Cards**

You must guarantee your booking with a credit or debit card at time of booking.

### **Insurance**

You are recommended to have insurance to cover cancellation, curtailment or loss of baggage, personal effects and money.

### **Credit Card Details**

Payments (taken at time of booking) are taken via 3D Secure's payment network which has an unrivalled uptime record and sophisticated security inbuilt as standard. 3D Secure's payment gateway sits between our website and bank and encrypts all credit and debit card data and ensures that the information cannot be read by anyone else.

### **Room Prices**

Room prices are per room, per night and inclusive of VAT at the current rate. Only breakfast is included in the room price. All other meals must be paid for separately (excluding special tariffs). The Bamburgh Castle Inn reserves the right to review its room prices, although The Bamburgh Castle Inn aims to contact you regarding price change. The Bamburgh Castle Inn reserves the right to charge the current room price on the arrival date.

### **Cancellations/Amendments**

Cancellations must be made 48 hours prior to the check in time of 2.30pm on the date of arrival. Cancellations and alterations made within the 48 hour period will be non-refundable. The same policy applies to alterations for bookings of 10 rooms or more. If you decide to shorten your stay with us, the cancellation policy of 48 hours would also apply.

### **Arrival and Departure**

Rooms are available from 2.30pm on the arrival date.

Please advise The Bamburgh Castle Inn of any check – in after 10pm.

Your room must be vacated by 10.30am on the day of departure. Failure to leave your room by this time will result in additional charges up to and including the cost of one night's accommodation.

For any further details, please contact the House Manager.

## **Your Personal Details**

Your privacy is important and we will never release your personal details to any third party for marketing/ mailing purposes. Any personal information you give us is safe and confidential. We may use your personal details to get in touch with you about a booking you have made or in follow up to your stay with us. We may also contact you by e-mail with news and special offers. You can choose not to receive further information from us by ticking the relevant boxes during registration or by e-mailing us at [info@inncollectiongroup.com](mailto:info@inncollectiongroup.com) You can request a copy of any information that we hold about you at any time and ask us to correct the information if it is inaccurate. To view any information you have disclosed please contact The Bamburgh Castle Inn. Nothing in these terms and conditions affects your rights under the Data Protection Act 1998.

## **Using this website and your personal details**

You do not have to provide any information to use this website. When you book online we will ask you to submit, and we will collect personal information from you, including: your name, e-mail address, home address, telephone number, booking choices, credit/debit card or other payment information and a password. We may collect information about your Internet connection and website-use, e.g. the URL you came from, IP address, domain type, browser type, the country and telephone code where your computer is located and the web pages viewed during your visit. We may collect this information from registered and unregistered users. We use this information to help us make improvements to our website.

We use your information for the following purposes only:

- To process your booking
- To administer our website
- For analysis purposes to improve our website

If you have chosen during registration to receive our newsletter, we will use your personal information to send you this by e-mail. Any third-parties used in such communication are required to treat your personal information as confidential and to comply with all UK Data Protection and Consumer Legislation.

We may disclose your personal information and/or user information if we are asked to do so by the police or any other regulatory or Government authority investigating suspected illegal activities.