

## **Booking Terms and Conditions**

“we, us, our” refer to Discover Rutland

“you, your” refers to the lead member and all other members of the party

“provider(s)” refers to the third party with which you are making a booking with

“your booking” means all arrangements sourced and organised for you by us

“our website” refers to [www.discover-rutland.co.uk](http://www.discover-rutland.co.uk)

### **Our contract with You.**

Where we sell products for an accommodation, attraction or event provider(s) then that provider(s) Terms & Conditions will apply to your booking, a separate contract between you and them will then be formed. Full details of the provider(s) terms and conditions are available from the provider(s) on request.

Where there is a conflict between any information on our site and the provider(s) terms and conditions, the provider(s) terms and conditions will apply in priority.

You must be over the age of 18 to make a booking, and by making a booking you are representing that you are of sufficient legal age and capacity to use our website and to create binding legal obligations for any liability you may incur as a result of such use.

### **Booking Contract**

Please check that all the details of your booking confirmation meet with your requirements. Acceptance of this confirmation approves your approval of your choice of provider(s) and that provider(s) terms and conditions, and constitutes a contract thereon.

The provider(s) booked for you by us is as an agent of that provider(s), as such any contract for your booking is directly between you and the provider(s). Prior to your departure you should check the details of your booking with the provider(s).

Accommodation bookings are for room only plus any board arrangements as stated on your booking confirmation and do not include any additional expenses such as meals, drinks, use of telephones, and use of facilities. These arrangements should be discussed with the provider(s) directly.

If you fail to take up the booking by the time stated without prior arrangement with the provider(s) then your booking will be deemed to be cancelled and deposit(s) forfeited. The provider may also charge you a cancellation fee. This may also be the case if you cancel a booking (see Cancelling Bookings)

It is your responsibility to ensure that you have read and understand the provider(s) booking terms and conditions.

In this event, Discover Rutland reserve the right to charge the customers payment card with the balance due to the provider(s).

Whilst Discover Rutland make every effort to find suitable accommodation, we cannot be held responsible for, nor accept liability for, complaints or claims of any nature arising from this booking. Nor can we accept any responsibility for loss or damage which may have been suffered by you, other members of your party or possessions during or as a result of your booking with the provider(s).

If any part of the information shown in your booking confirmation is incorrect, or becomes incorrect it is imperative that you let us know as soon as possible by telephoning 01572 720924 or 01572 720921 during office hours or e-mailing [tourism@rutland.gov.uk](mailto:tourism@rutland.gov.uk)

To the best of our knowledge all prices quoted are inclusive of VAT.

### **Payment Details**

Discover Rutland will take a 10% commission charge of the total booking value for any bookings taken through [www.discover-rutland.co.uk](http://www.discover-rutland.co.uk) or any associated sites.

At the time of your booking either a 10% deposit (for accommodation) or the full amount (for tickets) will be debited from your chosen payment card. For any booking a 10% charge will be retained by Discover Rutland, **this deposit is non refundable**. Certain accommodation providers require the balance of you booking to be paid on or prior to your arrival. You should ensure that you have read and fully understand the provider(s) bookings terms and conditions which will be made available on request. It is your responsibility to check the payment terms and conditions with the provider(s).

Allowances cannot be made for meals not taken, temporary absence or premature departure.

We can only accept payment by credit or debit card. Your payment(s) will be facilitated through a third party merchant and by booking with us you consent to your details being passed to them.

If you fail to take up the booking by the time stated without prior arrangement with the provider(s) then your booking will be deemed to be cancelled. A cancellation fee may apply. This may also be the case if you cancel a booking (see Cancelling Bookings)

Your payment card may be charged accordingly in the event of:

- You cancel your booking within the provider(s) stated cancellation policy
- You fail to arrive without making a cancellation
- You cause any damage

### **Cancelling a booking**

In the event that you wish to cancel your booking you must do so in writing and by telephone making contact with the provider(s). Your provider reserves the right to claim cancellation charges up to 100% of the total booking value, as set in their booking terms and conditions.

**Any deposits paid to Discover Rutland are non refundable.**

### **General Information**

Discover Rutland has provided [www.discover-rutland.co.uk](http://www.discover-rutland.co.uk) as a facility to customers wishing to find information about Rutland and the surrounding area. All the prices, details and availability are supplied directly by the provider(s) and presented on the website in good faith, but without any liability. Descriptions of the provider(s) are believed to be correct at the time of publishing. Discover Rutland will not be liable for any changes that may incur in establishment ownership or facilities. If your booking depends on certain facilities being available you must discuss these with the provider(s) prior to arrival, understanding the provider(s) booking terms and conditions and cancellation policy.

### **Complaints**

If you have a complaint, in the first instance please inform the relevant provider(s) concerned immediately. If the problem cannot be resolved by the provider(s) you should contact us by telephone 01572 720924 or 01572 720921 during normal working hours. In the unlikely event that your complaint cannot be resolved you should write to us within 28 days of the date of your booking, giving your reference number and all other relevant information. Complaints in writing may be forwarded to the relevant provider(s) and inspection body.

### **Data**

Any data gathered during the course of your booking may be held on computer files. In order to facilitate contacts, Discover Rutland will pass your details to the provider(s)