

## Terms and Conditions

**Fees:** All prices are in £ sterling and are inclusive of bed and continental breakfast (except where specified otherwise). All course fees are inclusive of tuition fees and meals specified on the course programme. We accept VISA/MASTERCARD/MAESTRO. Please make cheques payable to Gladstone's Library.

**Deposits:** Individual provisional bookings can only be held for 48 hours and must be confirmed within this time. A non-refundable and non-transferable pre-payment of the first full night fee of accommodation is required to confirm a reservation. For course programme bookings, we require a deposit of 50% of the full course fee to confirm a reservation. For conference group bookings, we require a 20% deposit to confirm a reservation, with the full balance being settled before the date of stay.

**Payment of Accounts:** For all individual room accounts, the balance of payment is due on departure. Outstanding group conference accounts should be settled on departure unless a credit facility has been authorised by our Finance department

**Availability:** All bookings are subject to availability and are accepted at the Warden's discretion. The Warden reserves the right to cancel, modify or terminate a reservation without notice or reason. Please note that only one special offer or discount may be used per booking. Special offers are not valid in conjunction with courses unless explicitly stated and cannot be used in conjunction with any other discount. We cannot guarantee to fulfil every request for specific bedroom number requirements.

**Cancellation Fees:** For individual bookings, if a booking or any part of a booking is cancelled with seven days' notice or more, there will be no charge, but the deposit will be retained. If a booking or any part of a booking is cancelled with less than seven days' notice, the full amount due for the accommodation booked will be payable. Please ensure that you have adequate insurance to cover a cancellation or a curtailed stay. For group and conference bookings, please refer to the conference terms and conditions for amendment to signed booking contracts.

**Car Parking** is available in the car park. We cannot accept responsibility for any loss of or damage to vehicles or contents and parking is entirely at the owner's risk.

**Reading Rooms:** Residents have access to the Theology Room until 10pm each evening. The History Room is locked at 5pm each evening, however residents can request a key to access this room up to 4pm each day.

**Bedroom Facilities:** Each bedroom provides a digital radio, Welsh woollen blanket and 'Do not disturb' sign, which is not to be removed. If found missing from the room this will incur an automatic charge to your method of payment. Any missing items should be reported to Reception immediately. Gladstone's Library is a no smoking premises. Smoking is only permitted in the outdoor designated smoking areas. If evidence of smoking is found within your bedroom, a £200 fee will be charged to your method of payment as a deep clean charge.

**Time of Arrival and Departure:** Your room will be ready by 3pm. Guests are welcome to arrive before this time and leave luggage at Reception. Dinner is served 6pm – 7.15pm. Reception closes at 8pm. Please advise us if you expect to arrive after that time and note that dinner cannot be kept for late arrivals. Rooms should be vacated, and accounts paid by 10am on the morning of departure. Late check outs up to 12 noon can be requested 24 hours in advance and are subject to availability. A late check out incurs a charge of £25 per room.

**Special Requirements:** We are able to cater for most dietary needs and allergies. Please advise us of any such requirements at the time of booking. While every care is taken to make sure that suitable meals are provided; the kitchen staff cannot guarantee the suitability of every meal in this respect nor accept responsibility for any illness which may arise.

Gladstone's Library is a Grade I listed building and does not have lift access to the upper floors. There are two ground floor accessible bedrooms with a walk-in wet room ensuite. Please inform a member of staff at the time of booking if you require a ground floor room.

**Lost Keys:** £15 will be added to the main account for any lost room keys.

**Suggested donation:** We add a suggested donation of £3 per person per night to your invoice which can be Gift-Aided by UK taxpayers. You can increase or decrease the donation to whatever amount suits you. The money is used to contribute towards the acquisition of new books and journals for the library. If, for any reason, you do not wish to make a donation, please inform Reception in advance.

**Data Protection:** Gladstone's Library keeps details of the names and addresses of guests and other visitors on our computer database. Customers may receive a copy of all information held on their record on request. Please refer to our full privacy policy available on our website for further details.