

Bradford on Avon Area Tourism Association

Accommodation Booking Terms

Standard Terms and Conditions for the Supply of Accommodation

1. Formation of the Contract

1.1. Completion and submission of a booking form constitutes an offer by you to reserve the accommodation specified in the form. Bradford on Avon Area Tourism (“BOAATA”) acts as agent for the accommodation providers and the booking will be binding upon you and the accommodation provider when BOAATA issues an acceptance form on behalf of the accommodation provider.

2. Payment

2.1. The total price of the accommodation will be stated in the booking form.

2.2. You are required to provide details of your debit or credit card when submitting the booking form online or when making a booking by telephone and by doing so you authorise the accommodation provider or BOAATA on its behalf to deduct any sums due and payable by you in relation to the booking from that card.

2.3. BOAATA will deduct a non-refundable deposit equal to 10% of the total accommodation price from your debit or credit card upon issuing the acceptance form.

2.4. You must pay the total accommodation price (less any deposit already paid) to the accommodation provider on or before the date you depart from the accommodation. Some establishments do not accept credit or debit card payment. You should contact the establishment to ascertain the payment methods acceptable to them. If you are booking self catering accommodation you must contact the establishment as soon as possible to arrange payment in advance of arrival if required by the accommodation owner.

3. Cancellation

3.1. In the case of a cancellation the deposit paid to BOAATA equal to 10% of the accommodation price is non-refundable.

3.2. If you cancel the booking a cancellation fee may also become due and payable immediately by you as compensation to the accommodation provider. You must contact the accommodation provider as soon as you are able and request their cancellation terms and conditions.

3.3. If the accommodation provider is forced to cancel the booking for reasons outside of its control it will give you as much notice of the cancellation as is reasonably

possible and it will reimburse any sums already paid by you to the accommodation provider in respect of the accommodation, but it will not have any further responsibility to you in respect of the cancellation.

3.4. If you do not cancel the booking but fail to arrive at the accommodation for the whole or any part of the period booked with the accommodation provider you may still be charged the total accommodation price.

4. The Accommodation

4.1. You will have access to the accommodation from a time agreed with the accommodation provider on the date of arrival and must vacate by a time agreed with the accommodation provider on the date of departure. You should contact the accommodation provider directly to agree arrival and departure times.

4.2. If you fail to vacate all or part of the accommodation premises by the requisite time the accommodation provider may make a charge for a further night's stay which shall be due and payable immediately by you. For the avoidance of doubt, failure to vacate includes any persons staying in your party remaining in the accommodation premises and you and/or they leaving goods and/or personal property in the accommodation premises (except by prior arrangement).

4.3. BOAATA maintains descriptions of the accommodation on its website based on the information provided by the accommodation providers. This information is designed to give you a guide to the accommodation only. If you have any particular requirements you should check directly with the accommodation provider before booking or if booking through the Tourist Information Office ("TIC"), you should request that the TIC check with the accommodation provider when arranging the booking.

4.4. All accommodation providers will have specific rules and regulations that apply to guests staying in their accommodation. It is not possible to list all these on the BOAATA website and for further details you should check directly with the accommodation provider before booking or if booking through the TIC, you should request that the TIC check with the accommodation provider when arranging the booking.

5. Information Provided by You

5.1. You must accurately state the number of people for whom you are booking accommodation. Should your party exceed that stated at the time of booking you should inform the accommodation provider as soon as possible. The accommodation provider reserves the right to cancel the booking if the number of people in the party changes after the booking has been made.

5.2. Should you wish to make any changes to your booking as stated on your booking

confirmation, please contact the accommodation provider directly. The accommodation provider reserves the right to cancel the booking if you request any changes to the booking after the booking has been made.

5.3. Should any member of your party have any special requirements please ensure they can be catered for prior to making a booking. We strongly advise you to contact the accommodation establishment prior to your arrival.

6. Disclosure to Third Parties

6.1. In order to facilitate formation and performance of contracts, BOAATA will pass your details to the accommodation provider including any credit/debit card details held by us or our agents.

7. English Law

7.1. The contract will be governed by English Law.