

## Dakota Manchester

### Booking Terms & Conditions

These terms and conditions apply to all bedroom reservations with Dakota Hospitality Limited (Manchester) herein referred to within as the "Hotel", "Company" or "Dakota". Address 29 Ducie Street, Manchester, England, M1 2JL.

#### 1. Supplementary guest information

Guest bedrooms must be occupied by at least one individual who is aged 18 or above.

There is a 24 hour Reception.

Check in is from 15:00.

Check out is by 11:00.

Breakfast is served in The Grill:

Monday – Friday 06:30 – 10:00.

Saturday – Sunday 07:30 – 10:30.

For reasons of health and safety a member of staff is required to have access to guest bedrooms a minimum of every 24 hours.

Fire Alarm tests are held every Friday between 10:00-11:00.

It is the responsibility of the guest to advise the Hotel of any allergies or intolerances they have before consuming food or beverage.

#### 2. Payment & Guarantee

i. Guarantee – best flexible rate: If you have not provided a valid credit or debit card to guarantee your reservation, we reserve the right to cancel your reservation anytime between the time of booking and the day of arrival.

ii. Guarantee – prepurchase rate: A valid credit or debit card must be given to guarantee your reservation and make the payment for the reservation in full. A payment link may be sent via email to the guest to complete prior to arrival to process the payment. We reserve the right to cancel your reservation anytime between the time of booking and the day of arrival if secure payment cannot be taken.

iii. Check in: A debit or credit card is required on check in and a preauthorisation for the total sum of the reservation plus £50 per room per night to allow for any extras will be taken using the debit or credit card. Payment by cash or Maestro is possible only on check-out, if preferred. Person/s staying are required to produce valid personal credit or debit card to validate stay, this must be presented at check-in.

iv. Increasing your credit limit: Should charges added to the bedroom exceed the preauthorisation sum taken on check in, the Hotel reserves the right to carry out a further preauthorisation for charges or anticipated charges for the duration of the guest stay.

v. Maximum credit limit: Guests may be permitted to have a bill for up to a maximum of £500 at any given time, at which point they are required to pay the bill in full using their pin verified credit or debit card at Reception.

vi. Ad hoc charges: Guests who request for the Hotel to source external services or products for them are required to pay any external supplier directly. This includes but is not limited to travel arrangements and tickets to sporting or music events etc. The exception is for taxi charges using the designated Hotel partner.

vii. Gift voucher: Payment by gift voucher is only accepted if the physical gift voucher is presented upon arrival. Vouchers are redeemable from seven days after purchase until the outlined expiry date. Terms 2.i to 2.vi. still apply when payment is made by gift voucher.

#### 3. Cancellation

Cancellation of a reservation is only valid on receipt of a cancellation confirmation email.

##### i. Best flexible rate

If you wish to cancel your reservation you must notify the Hotel before 3pm, the day prior to your arrival date to avoid a charge. Notification received after this time, will incur a charge

equating to up to the first two nights of the reservation at the full rate booked.

ii. Pre purchase rate

a) Pre purchase rates are paid in full prior to your arrival date using the card details given when you made the reservation. You authorise that your card is charged the full amount, anytime between the time of booking and the day of arrival. This rate is non-refundable, non-transferable and non-changeable.

b) In the event the card details are unable to be charged for any reservation made under a pre purchase rate, the Hotel reserves the right to cancel the reservation in full at any time.

#### **4. Packages**

All packages and offers can be withdrawn without prior notice and are subject to availability. When booking a package inclusive of an allocation towards food, please be aware that a dinner reservation is strongly recommended and up to seven days' notice may be required to avoid disappointment for availability in the Grill. Package allocation cannot be redeemed against beverage charges.

i. Bed and breakfast

Based on one or two people sharing the selected room type and includes a full cooked breakfast per person with continental options served in The Grill.

ii. Dinner, bed and breakfast

Based on one or two people sharing the selected room type and includes a full cooked breakfast per person with continental options and a £25 allocation per person towards food in The Grill. Any other extras will be charged accordingly.

iii. Celebrate

Based on two people sharing the selected room type and includes a full cooked breakfast per person with continental options served in The Grill, a bouquet of flowers in the room for arrival, a glass of Champagne each to enjoy in your room, a £30 allocation per person towards dinner food in The Grill, and a late checkout on the day of departure of 1pm. Any other extras will be charged accordingly. Cancellation terms refer to best flexible rate.

iv. Suite Life

Based on two people sharing the selected room type and includes a full cooked breakfast per person with continental options delivered to the guest bedroom, a bouquet of flowers in the room for arrival, complimentary valet parking for up to 24 hours, bath ritual, and 75cl bottle of Champagne in the room for arrival. Only applicable when booking Junior Suite, Signature Suite, Executive Suite, Deluxe Suite, and, Grand Deluxe Suite. Any other extras will be charged accordingly. Cancellation terms: you must notify the Hotel 7 days prior to your date of arrival. Notification received after this time, will incur a charge equating to up to the first two nights of the reservation at the full rate booked.

v. Sunday Sleepover

Based on two people sharing the selected room type and includes a full cooked breakfast per person with continental options served in The Grill, a £30 allocation per person towards dinner food in The Grill, and a late checkout on the day of departure of 1pm. Any other extras will be charged accordingly. Cancellation terms refer to best flexible rate.

#### **5. Add Ons 'Indulgence Menu'**

Any 'add ons' can be withdrawn without prior notice and are subject to availability. These must be booked at least 24 hours in advance of your arrival date to be guaranteed and are non-refundable.

a) The Mini Package is compulsory in the event that a child, aged 2-17 years old, is staying on property at the cost of £50 per night per child. Babies and toddlers aged up to 2 years will be provided with a cot on a complimentary basis.

b) Bouquet of flowers – will be in the bedroom for guest arrival from 3pm with a random selection of flower types.

- c) Rose petals – real rose petals scattered on the duvet. Will be in the bedroom for guest arrival from 3pm as standard, although can be delivered as an evening turndown service on request.
- d) Handmade chocolates and sweet treats – will be in the bedroom for guest arrival from 3pm, a selection of at least six edible treats.
- e) Chocolate dipped strawberries – will be in the bedroom for guest arrival from 3pm, a selection of at least four.
- f) Bottle of Champagne – will be in the bedroom for guest arrival from 3pm in an ice bucket with two champagne glasses. Brand of Champagne is subject to change based on availability.

## **6. Room types**

All bedrooms are air conditioned, and feature an en-suite bathroom with a monsoon shower and bespoke toiletries. Bedrooms include a desk area, inroom telephone, iron & ironing board, and smart TV's inclusive of full Sky channels including Sports and Movies, media hub, access to complimentary WiFi, tea & coffee station with biscuits, bottled water, and a hairdryer.

- i. Classic Double - feature a double bed. Note, guests who book a Classic Room may be given a Wheelchair Accessible room based on availability.
  - a. Classic Double Wheelchair Accessible Rooms - feature larger floor space a bathroom with mobility aids. Two alarm cords which alerts hotel employees when pulled and the provision of an in-room red light alert in the event of fire alarm sounding. Please alert us prior to arrival if you are hearing impaired and require a vibrating pillow.
- ii. Classic King - feature a King size bed, rainfall shower and separate bath and Nespresso machine.
- iii. Garden King - feature a King size bed, private garden terrace, deep bath and separate shower.
- iv. Junior Suite - feature a King size bed, 8th floor balcony, bath and separate shower and Nespresso machine, and evening turndown.
- v. Signature Suite - feature a super-king size bed, a spacious double walk through bathroom with roll top bath and separate shower, Nespresso machine, evening turndown, and complimentary stocked mini fridge.
- vi. Executive Suite - feature a super-king size bed, open living space, deep bath with separate shower, Nespresso machine, evening turndown, and complimentary stocked mini fridge.
- vii. Deluxe Suite - feature an emperor size bed, open living space, walk in wardrobe, roll top bath with separate shower, Nespresso machine, evening turndown, and complimentary stocked mini fridge.
- viii. Grand Deluxe Suite: one bedroom suite - features an emperor size bed, ensuite bathroom with double monsoon shower, dual sinks, 2m sunken bath with jacuzzi, separate WC, dedicated living space with seating area, dedicated dining space with table and chairs for four, 8th floor external terrace, walk in wardrobe, Nespresso machine, evening turndown, and complimentary stocked fridge.
- ix. Grand Deluxe Suite: two bedroom suite - features two bedrooms each with an emperor size bed, dedicated living space with seating area, dedicated dining space with table and chairs, private 8th floor external terrace, walk in wardrobe, Nespresso machine in each room, evening turndown, and complimentary stocked fridge. Bathroom 1: ensuite bathroom with double monsoon shower, dual sinks, 2m sunken bath with jacuzzi, plus a separate WC. Bathroom 2: roll top bath, with separate rainfall shower. Option of second bedroom suite available on request.

## **7. Maximum bedroom capacity**

Guest bedrooms accommodate a maximum of two adults and up to one cot for a child aged under 2 and one z-bed to accommodate a child aged between 2-17 years old. Z-beds are charged at an additional supplement, per room per night.

## **8. Car Parking**

- i. Preferential rates at local car parks may be available for guests but are not guaranteed and can be withdrawn at any time.
- ii. By booking valet parking services, the guest and vehicle owner is agreeing to the following:
  - a. A valet parking service may be provided on a pre-booked basis. Guests who do not book valet parking in advance of their arrival are not guaranteed the service.
  - b. Should the guest require their car out with operating hours communicated at the time of booking, they are required to retrieve the vehicle themselves.
  - c. Guest car keys will be stored by the Hotel in the House Safe.
  - d. The cost of valet parking for a resident is £30 per car for up to 24 consecutive hours.
  - e. Should a guest exceed 24 hours, parking is charged at £10 for up to 4 hours, every 4 hours.
  - f. Any cost associated with parking will be charged to the guest bedroom reservation.
  - g. Valet parking services are provided between 8am-10pm. Out with these times the guest is required to walk to and/or from the car park themselves.
  - h. Insurance covers vehicles which have a value of up to £250,000 at the time of arrival. Vehicles which are submitted to the valet parking service with a value larger than this is done so at the risk of the vehicle owner.
  - i. When the vehicle is parked, the Hotel no longer accepts any liability for the vehicle. Liability is placed back on the vehicle owner and their insurer.
  - j. When purchasing valet parking, the driver is guaranteeing that the vehicle is lawfully owned, taxed, fully roadworthy, and has sufficient fuel for the Hotel driver to operate it to and from the designated car park facility.
  - k. In the event that the vehicle breaks down or is in a collision when being operated by a Hotel driver, the Hotel will arrange with the guest to have the repair works carried out by an approved repairer assigned by the Hotel insurance company.
  - l. The Hotel will take video footage of the condition of the car on arrival and departure, as well as photography that includes an image of the mileage upon receipt. This will be stored for a minimum of two weeks and maximum of three months in accordance with GDPR.
  - m. In the event that damages are caused to the vehicle or it is involved in a collision which is the fault of the Hotel driver, then a courtesy car will be supplied by the Hotel insurers whilst the repair works are carried out by an approved repairer assigned by the Hotel insurance company.
  - n. The Hotel does not provide any car parking and the hotel does not accept responsibility for any recommended or suggested parking options given.

## **9. Non-Smoking Policy**

- a) Smoking is not permitted in any part of the Hotel. Guests found to be smoking in bedrooms and/or on any part of the premises will be subject to a minimum additional cleaning charge of £150, which will be charged to the debit or credit card provided to guarantee or pay for the reservation. In the event that no debit or credit card was provided, on check-in the Hotel reserves the right to immediately terminate the reservation and request their immediate departure.
- b) Smoking is permitted on the Terrace Bar, as well as on the outdoor terraces and balconies of the Classic King Terrace, Junior Suite and Grand Deluxe Suite.

## **10. Emergency Evacuation**

- a) In the event of the fire alarm system sounding, all persons within the building must make their way to the Fire Muster Point and report to the Roll Call taker who will be wearing a high visibility jacket.
- b) Guests must make themselves known to Reception upon check in if they will require assistance to evacuate the building in the event of an emergency, and will be requested to

complete a Personal Emergency Evacuation Plan. This includes guests with limited mobility, and sight or hearing impairments, as well as children aged below 16.

c) Evacuation caused by behaviour

In the event that the fire alarm system is triggered by a guest tampering with the fire detector, smoking, or using unauthorised equipment or items including sparklers, candles, and gas burners, the guest will indemnify the Hotel from any liability in respect of any injury to or death of any person, damage to any property or all and any losses howsoever suffered by the Hotel as a result of such actions and others by the guest and from all proceedings, costs, claims and demands in respect of any such liability or alleged liability.

### **11. Guide dogs**

Guests with guide dogs agree to abide by the following guidelines:

- i. Guests are required to control noise made by the dog to ensure that other guests are not disturbed.
- ii. Dogs that constitute a nuisance to other occupants of the Hotel may subject their owner to any other charges due to lost revenue incurred by the Hotel.
- iii. There must be a 'Relaxing' sign on the door if the dog is loose in the room, in which case your room will not be serviced.
- iv. We will not be responsible for the pet getting loose if the 'Relaxing' sign is not displayed.
- v. It is the responsibility of the guest to immediately clean up after their pets.
- vi. Only guide dogs are permitted in food serving areas.
- vii. We will endeavour to allocate a wheelchair accessible bedroom to allow for additional floor space.

### **12. Damage by and/or behaviour of guests**

We are entitled to recover from a guest, (a) the cost of repairs or replacements of any damage or loss caused by the guest, or their pets, or others from whom they are responsible and (b) loss of revenue caused by a bedroom damaged by a guest being unsellable, at the room only best available rate, until the bedroom can be resold, up to a maximum of 3 nights after the guest leaves the premises, or when the damage was occurred, whichever is the later. Full payment for such damage or loss will be charged to the credit or debit card held on file for the room occupied by the guest concerned. We also reserve the right to terminate, without compensation or further obligation, the reservation if it is deemed that the guest's behaviour is unsociable, abusive or in any way unacceptable to ourselves or any other guest. In such circumstances the guest accepts that they will be required to immediately leave the premises.

### **13. Lost Property**

The Hotel is not responsible for lost, damaged, or stolen personal items. Should any guests lose or leave personal belongings, if recovered, the item will be recorded as 'found'. The Hotel will keep detailed records of all 'found' items and will ship items back at the owner's expense on request. Any items in Lost & Found, which are not claimed within ninety (90) days, will be donated to a local charity or discarded.

### **14. CCTV**

24 hour CCTV cameras are fitted throughout the public areas of the Hotel for the safety of all concerned. By staying at the Hotel, guests agree to be filmed using our CCTV equipment.

### **15. Loss or Damage to Guest Property**

Under the Hotel Proprietors Act 1956, a Hotel Proprietor may in certain circumstances be liable to make good any loss of or damage to Guests' property. This liability however: a) Extends only to the property of Guests who have engaged in sleeping accommodation in the hotel; b) Is limited to £50 for any one article and a total of £100 in the case of property which has been deposited, or offered for deposit for safe custody.

## **16. Protection of guest data policy**

i. Dakota needs to keep certain information about its guests for the purposes of guest care as well as health and safety compliance and legal obligation. To comply with the law, information must be collected and used fairly, stored safely, and not disclosed to any other person unlawfully. To do this, Dakota must comply with the GDPR. How we achieve this is outlined in our Privacy Policy found on our website [www.dakotahotels.co.uk](http://www.dakotahotels.co.uk).

ii. All Dakota employees who process or use any personal information must ensure that they follow these principles at all times. Dakota as a corporate body is the data controller under the GDPR, and the board is therefore ultimately responsible for its implementation.

iii. Access to the reservations to amend or cancel will only be granted to persons who can confirm the full guest name, dates of stay, and Dakota 9 digit confirmation number. Exceptions may apply to reservation made through the Global Distribution System.

iv. Requests for invoices must be made in writing to Reservations and confirm the full guest name, dates of stay, and Dakota 9 digit confirmation number.

v. It is a common gesture from friends or family of a guest to request that a gift or message be left as a surprise for them in their room. This can be arranged if the requesting party confirms the full guest name and dates of stay. If guests do not wish for Dakota to confirm that you indeed have a booking with us, you must advise this at the time of booking.

vi. Our Privacy Policy highlights that any accidents, near misses, or alleged food poisoning incidents will be reporting to a third party for further investigation and the guest may be contacted for further information.

## **17. Electrical Equipment**

Guests wishing to bring their own electrical equipment for use within their room are reminded that in the UK, the declared voltage and tolerance for an electricity supply is 230 volts -6%, +10%. Guests are responsible for ensuring their own equipment is safe to use (has passed a Portable Appliance Test {PAT}). The guest will be responsible for any and all damage to hotel property and infrastructure resulting from a faulty device being connected to the hotels mains supply. All personal electrical or electronic devices that are brought in to the hotel are used entirely at the owner's risk. The hotel will not be responsible for any damage to such appliances under any circumstances.

## **18. Fire Arms Statement**

Dakota are unable to provide storage facilities for fire arms and under no circumstances should fire arms be left within the Hotel, or grounds by a guest. Failure to comply with this requirement and resulting consequences will be the sole responsibility of the offending guest. Therefore, no liability can be accepted regarding the transport or storage of fire arms.

## **19. Third Party Marketing**

i. Third parties are not authorised to market the Dakota brand in any form without written authorisation from the Company.

ii. Experiences and credit including but not limited to, overnight stays, gift vouchers, and dining are non-transferable. As such, are not authorised to be included as part of a prize, competition, giveaway, or sold package without written authorisation from the company.

iii. Images, marketing material, and company logo are the intellectual property of Dakota Hospitality Ltd and are not authorised for use or publishing by any other company without written authorisation from the company.

## **20. 'Force Majeure'**

We regret that we cannot accept liability or pay any compensation where your stay or experience with the Hotel is prevented or affected by 'Force Majeure'. In these booking terms and conditions, 'Force Majeure' is defined as any event which we could not, even with all due care, foresee or avoid. Such events may include sleep disturbance from fellow guests, disturbance from emergency evacuations, fire, adverse weather conditions, industrial dispute, and all other events outside of our control.



Note: The Hotel reserves the right to change these Terms and Conditions at any time.