



Terms and Conditions last updated 20th November 2023

Dakota Edinburgh

Dakota Eurocentral

Dakota Glasgow

Dakota Leeds

Dakota Manchester

Dakota Edinburgh

Booking Terms & Conditions

These terms and conditions apply to all bedroom reservations with Dakota Hospitality Limited (Queensferry) herein referred to within as the "Hotel", "Company" or "Dakota". Address 11 Ferrymuir Retail Park, South Queensferry, EH30 9QZ.

1. Supplementary guest information

- i. Guest bedrooms must be occupied by at least one individual who is aged 18 or above.
- ii. Check in is from 15:00. There is a 24 hour Reception.
- iii. Check out is by 11:00.
- iv. Breakfast is served in The Grill:
Monday – Friday 06:30 – 10:00.
Saturday – Sunday 07:30 – 10:30.
- v. For reasons of health and safety a member of staff is required to have access to guest bedrooms a minimum of every 24 hours.
- vi. There is a resident's only gym available for persons aged 18 or over in full health, which is accessible using your bedroom key. Opening times are Monday-Friday 07:00-21:00, Saturday-Sunday 09:00-21:00.
- vii. Fire Alarm tests are held every Friday between 10:00-11:00.
- viii. We respectfully request that our guests refrain from wearing items of clothing which depict affiliation or support towards a specific sporting team such as football strips, team scarves, etc.
- ix. 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 – pre purchase 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. The same card used to pay online must be presented to check in to the hotel or the guest must provide alternative pin verified card details upon check in. 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 credit card is required on check in and a preauthorisation for the total sum of the reservation plus £50 per room to allow for any extras will be taken using the credit card. Payment of incidentals by cash, debit card, Apple Pay or Android Pay is possible only at the time the charges are taken. In the interest of clarity, credit cannot be opened within the hotel using these payment types. Please note that due to banking industry policy and procedures, the funds preauthorised plus the final amount due may remain ring fenced on a credit or debit card for up to 30 working days.
- 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 & No Show

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

i. Flexible rates

(a) Cancellation: There will be no cancellation charge if the booking is cancelled before 3pm (15:00 GMT) 1 day before your date of arrival. Notification received after this time will incur a charge equating to up to the first 2 nights of the reservation at the full rate booked.

(b) No show: Failure to contact us by email or arrive before check-out time after the first night of a reservation will result in the automatic cancellation of the remainder of your reservation, and charges will be incurred equating to up to the first 2 nights of the reservation at the full rate booked.

ii. Advance purchase rates

(a) Cancellation: On advance purchase rates a credit or debit card is required to charge full pre-payment at the time of booking, in the event of a cancellation there would be no refund. Bookings made on this rate are non-amendable, non-refundable and non-transferable.

(b) No show: Failure to contact us by email or arrive before check-out time after the first night of a reservation will result in the automatic cancellation of the remainder of your reservation without refund.

(c) You authorise that your card is charged the full amount, anytime between the time of booking and the day of arrival.

(d) In the event the card details are unable to be charged for any reservation made under an advance 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. Please note dinner packages can only be redeemed for table bookings of up to 4 adults.

i. Bed & Breakfast

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

ii. Stay, Park & Fly

Non-refundable, pre-purchase rates based on one or two adults sharing the selected room type, including overnight accommodation and up to 14 days parking in our hotel guest car park.

(a) Stay, Park & Fly Room Only

Pre-purchase rate includes overnight accommodation on a room only basis and up to 14 days parking in our hotel guest car park for one car per room. No liability is accepted for any damages or costs incurred by the guest for parking in the unsecure car park. Full deposit charged at time of booking. Any other extras will be charged accordingly.

(b) Stay, Park & Fly Dinner, Bed & Breakfast package

Pre-purchase rate includes overnight accommodation, a full cooked breakfast per person with continental options, and a £20 allocation per person towards food in the Grill. Rate includes up to 14 days parking in our hotel guest car park for one car per room. No liability is accepted for any damages or costs incurred by the guest for parking in the unsecure car park. Full deposit charged at time of booking. Any other extras will be charged accordingly.

iii. Dakota Date Night Package

Based on two people sharing the selected room type, includes a full cooked breakfast per person with continental options, a £30 allocation per person towards food in The Grill on a flexible rate. Subject to availability. Any other extras will be charged accordingly. Subject to availability, and cannot be combined with any other special/package.

iv. Lazy Sunday Package

Available on a Sunday night only. Based on two people sharing the selected room type, includes a dinner allowance of £20 per adult towards dinner in the Grill, a full cooked breakfast per person with continental options, on a flexible rate, and a complimentary late check-out until 1pm. Subject to availability, and cannot be combined with any other special/package.

5. Add Ons

Any 'add ons' can be withdrawn without prior notice and are subject to availability. These must be booked at least 48 hours in advance of your arrival date to be guaranteed and are non-refundable. Please be advised that if you choose to utilize external decorating companies, you are solely responsible for any potential damages caused, including but not limited to damage to furniture, walls, ceilings, carpets, and paintwork.

All packages will be in the bedroom for guest arrival from 3pm.

- a) The Z-Bed is compulsory in the event that a child, aged 2-12 years old, is staying on property at the cost of £30 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 – includes a seasonal random selection of flower types.
- c) Bottle of Champagne/Prosecco – with an ice bucket with two champagne glasses. Brand is subject to change based on availability.
- d) Indulgence Package – fresh rose petals scattered on bed, box of 4 chocolates and half bottle of champagne with two champagne glasses.
- e) Celebrate Package – box of 4 chocolates, handwritten occasion card (birthday or anniversary), and bottle of prosecco with two prosecco glasses.
- f) Romance Package – fresh rose petals scattered on bed, box of 4 chocolates and full bottle of champagne with two champagne glasses.
- g) Early Check In – early entry to room is not guaranteed, subject to availability
- f) Late Check Out – must be added prior to standard check out time, subject to 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, in room telephone, and HDTV's inclusive of Sky Sports channels, access to complimentary WiFi, tea & coffee station with biscuits, water, ironing facilities and a hairdryer.

i. Classic Room

Note, guests who book a Classic Room may be given a Wheelchair Accessible room based on availability.

a. Double Room

b. Twin Room features two single mattresses sharing a super king sized bedframe.

c. Wheelchair Accessible Rooms are located opposite our emergency stairwells and feature larger floor space a wet room 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.

ii. King Room

Bedrooms include a Nespresso machine.

iii. Executive Room (Twin or Double)

Bedrooms include bathrobes and slippers and a Nespresso machine. Guests who book directly through the Dakota website or by telephone or email receive a complimentary welcome glass of Champagne and serving of canapés.

iv. Junior Suite

Located on our fifth floor, bedrooms feature a super king-sized bed, ensuite bathroom with monsoon shower, and a corner seating area. In room amenities include a Nespresso machine, a complimentary stocked fridge, bathrobes and slippers and an evening turndown. Guests who book directly through the Dakota website or by telephone or email receive a complimentary welcome glass of Champagne and serving of canapés.

v. Signature Suite

Signature Suite features a king-sized bed, ensuite bathroom with monsoon shower, living area and desk/dining table. In room amenities include a Nespresso machine, a complimentary stocked fridge, bathrobes and slippers, and an evening chocolate turndown. Guests who book directly through the Dakota website, or by telephone or email receive a complimentary welcome glass of Champagne and serving of canapés.

vi. Deluxe Suite

Located on our fifth floor with a view of the Forth Road Bridge, our Deluxe Suite features a super king-sized bed, ensuite bathroom with monsoon shower, living area, desk/dining table. In room amenities include a Nespresso machine, a walk-in wardrobe, complimentary stocked fridge, bathrobes and slippers, and an evening chocolate turndown. Guests who book directly through the Dakota website, or by telephone or email receive a complimentary welcome glass of Champagne and serving of canapés.

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 2-12 years old. Babies and toddlers aged up to 2 years will be provided with a baby cot on a complimentary basis (subject to availability). Z-beds are charged at an additional supplement, per room per night (subject to availability).

8. Non-smoking Policy

Smoking is not permitted in any part of the Hotel. Guests found to be smoking in in/on any part of the premises will be subject to a minimum additional charge of £100, 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.

9. 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.

10. 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.

11. Travel and transfers

i. Airport transfer service is subject to availability, it must be pre-booked and is available Monday – Friday, 06:00 – 22:30.

ii. The Hotel cannot be held responsible in any way whatsoever, for any flights or onward travel arrangements missed by guests. For guests using our airport transfer service:

-We will take all reasonably practical actions to pick you up promptly on the arrival of your flight. If, for reasons beyond our control, we are late we will not be held liable for any additional costs the guest may incur.

-We are only at liberty to suggest a booking time for your airport transfer. Should a flight be missed due to delays by our airport transfer vehicle, traffic, an accident or other events outside our control we will not be held liable or responsible in any event.

-If your incoming flight is delayed, we will make every reasonable attempt to re-arrange transport to minimise any inconvenience. We cannot guarantee to be waiting for you, but will endeavour to do so. In the event of a flight delay, please notify the Hotel. To minimise disruption to service, we may subcontract airport transfers.

iii. The Hotel reserves the right to withdraw its complimentary transfer service without prior notice.

12. 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.

13. 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.

14. Car Parking

The Hotel accepts no liability for cars, motorbikes and general property kept in our car park.

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:

i. Extends only to the property of Guests who have engaged in sleeping accommodation in the hotel;

ii. 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;

iii. It does not cover motor cars or other vehicles of any kind or any property left in them, including live animals.

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.

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. 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 of storage of fire arms.

18. Use of Gym / Fitness Facilities

a. If your answer is yes to any of the questions below, the Hotel is unable to permit you use of the gym / fitness facilities on property to safeguard your own health and wellbeing:

- Has your doctor ever said that you have a heart condition and that you should only do physical activity recommended by a doctor?

- Do you feel pain in your chest when you do physical activity, or within the past month, have you ever had chest pain when you were not doing physical activity?

- Do you lose your balance because of dizziness or do you ever lose consciousness?

- Do you or have you ever suffered from diabetes or epilepsy?

- Do you have a bone or a joint problem that could be made worse by a change in your physical activity?

- Is your doctor currently prescribing drugs (for example, water pills) for blood pressure or heart condition?

- Do you know of any other reasons at present why you should limit or delay physical activity?

- Are you feeling unwell due to a temporary illness or pregnant?

b. The Company assumes no liability for persons undertaking physical activity. If you are in any doubt regarding any of the questions above, you are responsible for consulting your doctor or physician prior to activity.

c. By entering our fitness facilities, you are agreeing to have read, understood and met the guidelines for use listed above.

- d. Only current resident aged 18 or above are permitted to use the gym / fitness suite.
- e. The Company reserves the right to remove this feature / facility at any time.

19. 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.

20. 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 Limited and are not authorised for use or publishing by any other company without written authorisation from the company.

21. '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.

22. Company Right To Cancel

Should there be a third-party systems issue which allows a bedroom to be booked / reservation to be made at an incorrect rate and / or when there is no availability for the required night(s), the Company reserves the right to cancel the booking. The Company will refund any monies paid toward the booking, and accepts no liability for costs or disappointment incurred. The Company will make their best endeavours to contact the details given on the reservation as soon after the booking is made to offer alternative dates or advise of the cancellation.

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

Dakota Eurocentral

Booking Terms & Conditions

These terms and conditions apply to all bedroom reservations with Dakota Hospitality Limited (Eurocentral) herein referred to within as the "Hotel", "Company" or "Dakota". Address 1 – 3 Parklands Avenue, Eurocentral Business Park, Motherwell, Scotland, ML1 4WQ.

1. Supplementary guest information

- i. Guest bedrooms must be occupied by at least one individual who is aged 18 or above.
- ii. Check in is from 15:00. There is a 24 hour Reception.
- iii. Check out is by 11:00.
- iv. Breakfast is served in The Grill:
Monday – Friday 06:30 – 10:00.
Saturday – Sunday 07:00 – 10:30.
- v. For reasons of health and safety a member of staff is required to have access to guest bedrooms a minimum of every 24 hours.
- vi. There is a resident's only gym available for persons aged 18 or over in full health, which is accessible using your bedroom key between 07:00 - 21:00.
- vii. Fire Alarm tests are held every Friday between 10:00-11:00.
- viii. We respectfully request that our guests refrain from wearing items of clothing which depict affiliation or support towards a specific sporting team such as football strips, team scarves, etc.
- ix. 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 – pre purchase 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. The same card used to pay online must be presented to check in to the hotel or the guest must provide alternative pin verified card details upon check in. 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 credit card is required on check in and a preauthorisation for the total sum of the reservation plus £50 per room to allow for any extras will be taken using the credit card. Payment of incidentals by cash, debit card, Apple Pay or Android Pay is possible only at the time the charges are taken. In the interest of clarity, credit cannot be opened within the hotel using these payment types. Please note that due to banking industry policy and procedures, the funds preauthorised plus the final amount due may remain ring fenced on a credit or debit card for up to 30 working days.
- 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 & No Show

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

i. Flexible rates

(a) Cancellation: There will be no cancellation charge if the booking is cancelled before 3pm (15:00 GMT) 1 day before your date of arrival. Notification received after this time will incur a charge equating to up to the first 2 nights of the reservation at the full rate booked.

(b) No show: Failure to contact us by email or arrive before check-out time after the first night of a reservation will result in the automatic cancellation of the remainder of your reservation, and charges will be incurred equating to up to the first 2 nights of the reservation at the full rate booked.

ii. Advance purchase rates

(a) Cancellation: On advance purchase rates a credit or debit card is required to charge full pre-payment at the time of booking, in the event of a cancellation there would be no refund. Bookings made on this rate are non-amendable, non-refundable and non-transferable.

(b) No show: Failure to contact us by email or arrive before check-out time after the first night of a reservation will result in the automatic cancellation of the remainder of your reservation without refund.

(c) You authorise that your card is charged the full amount, anytime between the time of booking and the day of arrival.

(d) In the event the card details are unable to be charged for any reservation made under an advance 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.

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.

v. Dakota Date Night package

Based on two people sharing the selected room type, includes a full cooked breakfast per person with continental options, a £30 allocation per person towards food in The Grill on a flexible rate. Subject to availability. Any other extras will be charged accordingly. Subject to availability, and cannot be combined with any other special/package.

vi. Dine.Share.Stay. package

Based on two people sharing the selected room type, includes a full cooked breakfast per person with continental options, a chateaubriand for two to share served with choice of fries or potatoes and two choices of sauces as well as a bottle of house wine in The Grill, on a flexible rate. Includes complimentary late check-out until 12pm (subject to availability). Subject to availability, and cannot be combined with any other special/package.

vii. Escape the City Package

Based on two people sharing the selected room type, includes a full cooked breakfast per person with continental options, a £25 allocation per person towards food in The Grill on a flexible rate. Includes a glass of Champagne with dinner. Subject to availability, and cannot be combined with any other special/package.

viii. The Friday Edit

Based on two people sharing the selected room type, includes a full cooked breakfast per person with continental options, a £20 allocation per person towards food in the Grill on a flexible rate. Subject to availability, and cannot be combined with any other special/package.

ix. Lazy Sunday Package

Available on a Sunday night only. Based on two people sharing the selected room type, includes a dinner allowance of £20 per adult towards dinner in the Grill, a full cooked breakfast per person with continental options, on a flexible rate, and a complimentary late check-out until 1pm. Subject to availability, and cannot be combined with any other special/package.

x. Stay, Park & Fly from Edinburgh Airport with Citylink

Based on one or two people sharing the selected room types, this is a non-flexible rate is on a room only basis and includes a Scottish Citylink return bus ticket to Edinburgh Airport from Maxim Park bus stop at Eurocentral, plus car parking for up to 28 days. Payment required in full at the time of booking, non-amendable and non-refundable. No liability is accepted for any damages or costs incurred by the guest for parking in the unsecure car park. A unique booking code will be sent to the email address used at the time of booking. Guests are responsible for pre-booking travel directly at <https://www.citylink.co.uk/>. We recommend booking your seat in advance to avoid disappointment. Bus tickets must be purchased online in advance, codes are not accepted on board with the driver, via Citylink agents or in Citylink offices. Citylink bus tickets are non-changeable once booked. The unique booking code provided is one use only so the outgoing and return journey must be booked at the time. Citylink bus tickets are valid on services 900 (Glasgow/Edinburgh) and AIR (Edinburgh Airport) only. Bus tickets must be purchased online in advance, codes are not accepted on board with the driver, via Citylink agents or in Citylink offices. A delivery charge where applicable will be added for delivery of tickets, text tickets at 75p. There is no charge for e-tickets. The offer cannot be used in conjunction with any other offer. Scottish Citylink reserves the right to cancel any transaction and/or withdraw tickets if the full terms and conditions are not met. All customers travelling are subject to the Standard Conditions of Carriage of Scottish Citylink Coaches Ltd. If you require any assistance following receipt of your unique booking code, please contact Citylink customer service team on 0141 352 4444. If there is any disruption to travel, Dakota are not responsible for organisation of alternative transport

xi. Discover Scotland with Citylink

Based on one or two people sharing the selected room types, this is a non-flexible rate is on a room only basis and includes a Scottish Citylink return bus ticket to either Glasgow or Edinburgh from Maxim Park bus stop at Eurocentral. Payment required in full at the time of booking, non-amendable and non-refundable. No liability is accepted for any damages or costs incurred by the guest for parking in the unsecure car park. A unique booking code will be sent to the email address used at the time of booking. Guests are responsible for pre-booking travel directly at <https://www.citylink.co.uk/>. We recommend booking your seat in advance to avoid disappointment. Bus tickets must be purchased online in advance, codes are not accepted on board with the driver, via Citylink agents or in Citylink offices. Citylink bus tickets are non-changeable once booked. The unique booking code provided is one use only so the outgoing and return journey must be booked at the time. Citylink bus tickets are valid on services 900 (Glasgow/Edinburgh) and AIR (Edinburgh Airport) only. Bus tickets must be purchased online in advance, codes are not accepted on board with the driver, via Citylink agents or in Citylink offices. A delivery charge where applicable will be added for delivery of tickets, text tickets at 75p. There is no charge for e-tickets. The offer cannot be used in conjunction with any other offer. Scottish Citylink reserves the right to cancel any transaction and/or withdraw tickets if the full terms and conditions are not met. All customers travelling are subject to the Standard Conditions of Carriage of Scottish Citylink Coaches Ltd. If you require any assistance following receipt of your unique booking code, please contact Citylink customer service team on 0141 352 4444. If there is any disruption to travel, Dakota are not responsible for organisation of alternative transport

5. Add Ons

Any 'add ons' can be withdrawn without prior notice and are subject to availability. These must be booked at least 48 hours in advance of your arrival date to be guaranteed and are non-refundable. Please be advised that if you choose to utilize external decorating companies, you are solely responsible for any potential damages caused, including but not limited to damage to furniture, walls, ceilings, carpets, and paintwork.

All packages will be in the bedroom for guest arrival from 3pm.

- a) The Z-Bed is compulsory in the event that a child, aged 2-12 years old, is staying on property at the cost of £30 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 – includes a seasonal random selection of flower types.
- c) Bottle of Champagne/Prosecco – with an ice bucket with two champagne glasses. Brand is subject to change based on availability.
- d) Indulgence Package – fresh rose petals scattered on bed, box of 4 chocolates and half bottle of champagne with two champagne glasses.
- e) Celebrate Package – box of 4 chocolates, handwritten occasion card (birthday or anniversary), and bottle of prosecco with two prosecco glasses.
- f) Romance Package – fresh rose petals scattered on bed, box of 4 chocolates and full bottle of champagne with two champagne glasses.
- g) Early Check In – early entry to room is not guaranteed, subject to availability
- f) Late Check Out – must be added prior to standard check out time, subject to availability

6. Room types

All bedrooms are air conditioned, and feature an ensuite bathroom with a monsoon shower and bespoke toiletries. Bedrooms include a desk area, in room telephone, and digital TV inclusive of Sky Sports channels, access to complimentary WiFi, tea & coffee station with biscuits, mineral water, ironing facilities and a hairdryer.

i. Classic Room

Note, guests who book a Classic Room may be given a Wheelchair Accessible room based on availability.

a. Double Room

b. Twin Room features two single mattresses sharing a super king sized bedframe.

c. Wheelchair Accessible Rooms are located opposite our emergency stairwells and feature larger floor space a wet room 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.

ii. Classic King Room

Located on our fourth and fifth floors, bedrooms include a king size bed, Nespresso coffee machine, bathrobes and slippers and a smart TV inclusive of full Sky package.

iii. Superior Twin Room

A wheelchair accessible twin room, featuring two single mattresses sharing a super king sized bedframe. Wheelchair Accessible Rooms are located opposite our emergency stairwells and feature larger floor space a wet room 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. Located on our fourth and fifth floors, bedrooms include a Nespresso coffee machine, bathrobes and slippers and a smart TV inclusive of full Sky package.

iv. Executive Room (Twin or Double)

Located on our fourth and fifth floors, bedrooms include a super king size bed, Nespresso coffee machine, bathrobes and slippers and a smart TV inclusive of full Sky package.

v. Deluxe Room

These larger bedrooms feature super king size bed, Nespresso coffee machine, stocked mini fridge, bathrobes and slippers and a smart TV inclusive of full Sky package.

vi. Signature Suite

Located on our fifth floor, our Signature Suites feature a super king-sized bed as well as a separate living area and desk/dining table. Ensuite bathroom includes a monsoon shower and bathtub. In room amenities include a walk-in wardrobe, Nespresso machine, stocked fridge, bathrobes and slippers and access to full Sky package including Sky Movies on the Smart TV.

vii. Deluxe Suite

Located on our first floor, our Deluxe Suite features a super king-sized bed, ensuite bathroom with monsoon shower and separate bathtub, as well as an open plan living area, wardrobe area, and desk/dining table. In room amenities include Nespresso coffee machine, complimentary stocked fridge, bathrobes and slippers, and access to full Sky package including Sky Movies on the Smart TV.

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 2-12 years old. Babies and toddlers aged up to 2 years will be provided with a baby cot on a complimentary basis (subject to availability). Z-beds are charged at an additional supplement, per room per night (subject to availability).

8. Non-Smoking Policy

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 £100, 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.

9. 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.

10. 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.

11. 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.

12. 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.

13. Car Parking

- a) The Hotel accepts no liability for cars, motorbikes and general property kept in our car park.
- b) The Company outsources car parking management to Parkingeye Limited and as such, Parkingeye Limited has access to view the CCTV operated in the car park including access to view vehicles and their registration numbers onsite.
- c) The Hotel offers complimentary car parking to hotel residents and guests to our Bar, Grill and Events only on the basis that persons enter their vehicle registration number into the terminal in the Hotel lobby, following on-screen instructions. Failure to do so may result in vehicle owners receiving a parking fine of £100 for unauthorised parking.

14. 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;
- c) It does not cover motor cars or other vehicles of any kind or any property left in them, including live animals.

15. 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.

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.

16. Fire Arms Statement

Dakota we 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.

17. Use of Gym / Fitness Facilities

a. If your answer is yes to any of the questions below, the Hotel is unable to permit you use of the gym / fitness facilities on property to safeguard your own health and wellbeing:

- Has your doctor ever said that you have a heart condition and that you should only do physical activity recommended by a doctor?
- Do you feel pain in your chest when you do physical activity, or within the past month, have you ever had chest pain when you were not doing physical activity?
- Do you loose your balance because of dizziness or do you ever lose consciousness?
- Do you or have you ever suffered from diabetes or epilepsy?
- Do you have a bone or a joint problem that could be made worse by a change in your physical activity?
- Is your doctor currently prescribing drugs (for example, water pills) for blood pressure or heart condition?
- Do you know of any other reasons at present why you should limit or delay physical activity?
- Are you feeling unwell due to a temporary illness or pregnant?

b. The Company assumes no liability for persons undertaking physical activity. If you are in any doubt regarding any of the questions above, you are responsible for consulting your doctor or physician prior to activity.

c. By entering our fitness facilities, you are agreeing to have read, understood and met the guidelines for use listed above.

d. Only current resident aged 18 or above are permitted to use the gym / fitness suite.

e. The Company reserves the right to remove this feature / facility at any time.

18. 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.

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.

21. Company Right To Cancel

Should there be a third-party systems issue which allows a bedroom to be booked / reservation to be made at an incorrect rate and / or when there is no availability for the required night(s), the Company reserves the right to cancel the booking. The Company will refund any monies paid toward the booking, and accepts no liability for costs or disappointment incurred. The Company will make their best endeavours to contact the details given on the reservation as soon after the booking is made to offer alternative dates or advise of the cancellation.

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

Dakota Glasgow

Booking Terms & Conditions

These terms and conditions apply to all bedroom reservations with Dakota Hospitality Limited (Glasgow) herein referred to within as the "Hotel", "Company" or "Dakota". Address 179 West Regent Street, Glasgow, Scotland, G2 4DP.

1. Supplementary guest information

- i. Guest bedrooms must be occupied by at least one individual who is aged 18 or above. Check in is from 15:00. There is a 24 hour Reception. Check out is by 11:00.
- ii. Breakfast is served in The Grill:
Monday – Friday 06:30 – 10:30.
Saturday 07:00 – 10:30.
Sunday 07:00 – 11:30.
For reasons of health and safety a member of staff is required to have access to guest bedrooms a minimum of every 24 hours.
- iii. We respectfully request that our guests refrain from wearing items of clothing which depict affiliation or support towards a specific sporting team such as football strips, team scarves, etc.
- iv. Fire Alarm tests are held every Friday between 10:00-11:00.
- v. 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 – pre purchase 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. The same card used to pay online must be presented to check in to the hotel or the guest must provide alternative pin verified card details upon check in. 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 credit card is required on check in and a preauthorisation for the total sum of the reservation plus £50 per room to allow for any extras will be taken using the credit card. Payment of incidentals by cash, debit card, Apple Pay or Android Pay is possible only at the time the charges are taken. In the interest of clarity, credit cannot be opened within the hotel using these payment types. Please note that due to banking industry policy and procedures, the funds preauthorised plus the final amount due may remain ring fenced on a credit or debit card for up to 30 working days.
- 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 & No Show

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

i. Flexible rates

(a) Cancellation: There will be no cancellation charge if the booking is cancelled before 3pm (15:00 GMT) 1 day before your date of arrival. Notification received after this time will incur a charge equating to up to the first 2 nights of the reservation at the full rate booked.

(b) No show: Failure to contact us by email or arrive before check-out time after the first night of a reservation will result in the automatic cancellation of the remainder of your reservation, and charges will be incurred equating to up to the first 2 nights of the reservation at the full rate booked.

ii. Advance purchase rates

(a) Cancellation: On advance purchase rates a credit or debit card is required to charge full pre-payment at the time of booking, in the event of a cancellation there would be no refund. Bookings made on this rate are non-amendable, non-refundable and non-transferable.

(b) No show: Failure to contact us by email or arrive before check-out time after the first night of a reservation will result in the automatic cancellation of the remainder of your reservation without refund.

(c) You authorise that your card is charged the full amount, anytime between the time of booking and the day of arrival.

(d) In the event the card details are unable to be charged for any reservation made under an advance 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. Please note dinner packages can only be redeemed for table bookings of up to 4 adults.

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.

ii. Dakota Date Night Package

Based on two people sharing the selected room type, includes a full cooked breakfast per person with continental options, a £30 allocation per person towards food in The Grill on a flexible rate. Subject to availability. Any other extras will be charged accordingly. Subject to availability, and cannot be combined with any other special/package.

iii. Lazy Sunday Package

Available on a Sunday night only. Based on two people sharing the selected room type, includes a dinner allowance of £25 per adult towards dinner in the Grill, a bottle of house wine with dinner (option of red or white), a full cooked breakfast per person with continental options, on a flexible rate, and a complimentary late check-out until 1pm. Subject to availability, and cannot be combined with any other special/package.

5. Add Ons

Any 'add ons' can be withdrawn without prior notice and are subject to availability. These must be booked at least 48 hours in advance of your arrival date to be guaranteed and are non-refundable.

Please be advised that if you choose to utilize external decorating companies, you are solely responsible for any potential damages caused, including but not limited to damage to furniture, walls, ceilings, carpets, and paintwork.

All packages will be in the bedroom for guest arrival from 3pm.

- a) The Z-Bed is compulsory in the event that a child, aged 2-12 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 – includes a seasonal random selection of flower types.
- c) Bottle of Champagne/Prosecco – with an ice bucket with two champagne glasses. Brand is subject to change based on availability.
- d) Indulgence Package – fresh rose petals scattered on bed, box of 4 chocolates and half bottle of champagne with two champagne glasses.
- e) Celebrate Package – box of 4 chocolates, handwritten occasion card (birthday or anniversary), and bottle of prosecco with two prosecco glasses.
- f) Romance Package – fresh rose petals scattered on bed, box of 4 chocolates and full bottle of champagne with two champagne glasses.
- g) Early Check In – early entry to room is not guaranteed, subject to availability
- f) Late Check Out – must be added prior to standard check out time, subject to availability

5. Room types

All bedrooms are air conditioned, and feature an ensuite bathroom with a monsoon shower and bespoke toiletries. Bedrooms include a desk area, in room telephone, and smart TV's inclusive of full Sky channels, media hub, access to complimentary WiFi, tea & coffee station with biscuits, mineral water, slippers, and a hairdryer.

- i. Classic Room – feature a king-size bed. Note, guests who book a Classic Room may be given a Wheelchair Accessible room based on availability.
 - a. Wheelchair Accessible Rooms are available within the Classic room category only, and feature larger floor space a wet room 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. Vibrating pillows are available upon request.
- ii. Classic King Room – feature a super king size bed.
- iii. Superior King Room – feature a super-king size bed, mini-fridge, sofa area, Nespresso coffee machine, bathrobes and slippers.
- iii. Superior Double Room - feature a king-size bed with the option of twin beds on request and an ensuite bathroom with built-in bath. In-room amenities include a complimentary stocked mini fridge, Nespresso coffee machine, and a vanity mirror.
- iv. Executive Room – feature a super king size bed, complimentary stocked mini fridge, Nespresso coffee machine, as well as bathrobes and an evening turndown.
- v. Signature Suite – feature a super-king size bed, ensuite shower room with a bath. In room amenities include a complimentary stocked mini fridge, Nespresso coffee machine, bathrobes, and an evening turndown.
- vi. Grand Deluxe Suite - features a super-king size bed, ensuite shower room with a bath, as well as a separate living area and hospitality area. In room amenities include a walk-in wardrobe, complimentary stocked fridge, Nespresso coffee machine, bathrobes, and an evening turndown.

6. Maximum bedroom capacity

Classic Double and King Rooms accommodate a maximum of 2 adults and up to one cot for a child aged up to 2 years old. Executive Rooms, Signature and the Grand Deluxe Suite 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 2-12 years old. Babies and toddlers aged up to 2 years will be provided with a baby cot on a complimentary basis (subject to availability). Z-beds are charged at an additional

supplement, per room per night (subject to availability) .

7. Conditions of use

- i. The Library is located on the ground floor for use of hotel residents, subject to availability. The Hotel will on occasion, dedicate the space for exclusive use.
- ii. The Cigar Terrace is open from 10am – 10pm daily, to individuals aged 18 and over.

8. Non-Smoking Policy

Smoking is not permitted in any part of the Hotel, with the exception of the Cigar Terrace. Guests found to be smoking in/on any part of the premises out with the Cigar Terrace will be subject to a minimum additional charge of £100, 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.

9. 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.

10. 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. We will endeavour to allocate a wheelchair accessible bedroom to allow for additional floor space.

11. 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. Car Parking

- i. There is no onsite parking, however preferential rates at local car parks may be available for guests but are not guaranteed and can be withdrawn at any time.
- ii. There may be the opportunity to purchase car parking, in an offsite car parking space, on a pre-booked basis only, subject to availability.
- iii. This is at the cost of £25.00 per car, per night. The cost of £25.00 covers the period of 14:30pm on the day of arrival and a departure of 12:00pm the following day. Should you exceed the stipulated time frame, you will be charged £25.00 per hour thereafter.
- iv. The car parking spaces are situated opposite to the front entrance of the Hotel, and the address is 200 West Regent Street.
- v. These spaces are marked with a Dakota Hotels branded sign, the spaces are also marked with a number, and you are required to park in the allocated space.
- vi. The Hotel accepts no liability for cars, motorbikes and general property kept in the offsite car parking.
- vii. For the avoidance of doubt the guest is required to park their own car, in the allocated car parking space.
- viii. In the event that the previous car has not vacated the car parking space in time for your booking, the Hotel takes no liability in covering the cost or the inconvenience of making alternative car parking arrangements.
- ix. Cancellation of a car parking reservation is only valid on receipt of a cancellation confirmation email. 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 the total value of the car parking reservation made.
- x. By booking a car parking space you are agreeing to these terms.
- xi. The Hotel does not accept responsibility for any recommended or suggested parking options given.

16. 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;
- c) It does not cover motor cars or other vehicles of any kind or any property left in them, including live animals.

17. 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.

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.

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. 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.

20. 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.

21. '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.

22. Company Right To Cancel

Should there be a third-party systems issue which allows a bedroom to be booked / reservation to be made at an incorrect rate and / or when there is no availability for the required night(s), the Company reserves the right to cancel the booking. The Company will refund any monies paid toward the booking, and accepts no liability for costs or disappointment incurred. The Company will make their best endeavours to contact the details given on the reservation as soon after the booking is made to offer alternative dates or advise of the cancellation.

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

Dakota Leeds

Booking Terms & Conditions

These terms and conditions apply to all bedroom reservations with Dakota Hospitality Limited (Leeds) herein referred to within as the "Hotel", "Company" or "Dakota". Address 8 Russell Street, Leeds, England, LS1 5RN.

1. Supplementary guest information

- i. 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.
- ii. 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.
- iii. We respectfully request that our guests refrain from wearing items of clothing which depict affiliation or support towards a specific sporting team such as football strips, team scarves, etc.
- iv. Fire Alarm tests are held every Friday between 10:00-11:00.
- v. 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 – pre purchase 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. The same card used to pay online must be presented to check in to the hotel or the guest must provide alternative pin verified card details upon check in. 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 credit card is required on check in and a preauthorisation for the total sum of the reservation plus £50 per room to allow for any extras will be taken using the credit card. Payment of incidentals by cash, debit card, Apple Pay or Android Pay is possible only at the time the charges are taken. In the interest of clarity, credit cannot be opened within the hotel using these payment types. Please note that due to banking industry policy and procedures, the funds preauthorised plus the final amount due may remain ring fenced on a credit or debit card for up to 30 working days.
- 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 & No Show

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

i. Flexible rates

(a) Cancellation: There will be no cancellation charge if the booking is cancelled before 3pm (15:00 GMT) 1 day before your date of arrival. Notification received after this time will incur a charge equating to up to the first 2 nights of the reservation at the full rate booked.

(b) No show: Failure to contact us by email or arrive before check-out time after the first night of a reservation will result in the automatic cancellation of the remainder of your reservation, and charges will be incurred equating to up to the first 2 nights of the reservation at the full rate booked.

ii. Advance purchase rates

(a) Cancellation: On advance purchase rates a credit or debit card is required to charge full pre-payment at the time of booking, in the event of a cancellation there would be no refund.

Bookings made on this rate are non-amendable, non-refundable and non-transferable.

(b) No show: Failure to contact us by email or arrive before check-out time after the first night of a reservation will result in the automatic cancellation of the remainder of your reservation without refund.

(c) You authorise that your card is charged the full amount, anytime between the time of booking and the day of arrival.

(d) In the event the card details are unable to be charged for any reservation made under an advance 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. Please note dinner packages can only be redeemed for table bookings of up to 4 adults.

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.

ii. Dakota Date Night Package

Based on two people sharing the selected room type, includes a full cooked breakfast per person with continental options, a £30 allocation per person towards food in The Grill on a flexible rate. Subject to availability. Any other extras will be charged accordingly. Subject to availability, and cannot be combined with any other special/package.

iii. Luxury in Leeds Package

Based on two people sharing selected room type, includes a full cooked breakfast per person with continental options, a half bottle of house champagne, Harvey Nichols gift bag, £100 Harvey Nichols gift card to spend at Harvey Nichols Leeds and a private shopping experience at Harvey Nichols Leeds. Dinner, Bed & Breakfast option also includes a £30 allocation per person towards food in The Grill. Subject to availability, and cannot be combined with any other special/package.

5. Add Ons

Any 'add ons' can be withdrawn without prior notice and are subject to availability. These must be booked at least 48 hours in advance of your arrival date to be guaranteed and are non-refundable.

Please be advised that if you choose to utilize external decorating companies, you are solely responsible for any potential damages caused, including but not limited to damage to furniture, walls, ceilings, carpets, and paintwork.

All packages will be in the bedroom for guest arrival from 3pm.

- a) The Z-Bed is compulsory in the event that a child, aged 2-12 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 – includes a seasonal random selection of flower types.
- c) Bottle of Champagne/Prosecco – with an ice bucket with two champagne glasses. Brand is subject to change based on availability.
- d) Indulgence Package – fresh rose petals scattered on bed, box of 4 chocolates and half bottle of champagne with two champagne glasses.
- e) Celebrate Package – box of 4 chocolates, handwritten occasion card (birthday or anniversary), and bottle of prosecco with two prosecco glasses.
- f) Romance Package – fresh rose petals scattered on bed, box of 4 chocolates and full bottle of champagne with two champagne glasses.
- g) Early Check In – early entry to room is not guaranteed, subject to availability.
- f) Late Check Out – must be added prior to standard check out time, subject to availability
- g) Balloon Packages – will be prepared by one of the Dakota team and can be arranged in most colour combinations.

6. Room types

All bedrooms are air conditioned and feature an ensuite bathroom with a monsoon shower and bespoke toiletries. Bedrooms include a desk area, in room telephone, iron & ironing board, smart TV, media hub, access to complimentary WiFi, tea & coffee station with biscuits, mineral water, a hairdryer and an in-room safe.

- i. Classic Double - feature a double bed with ensuite shower room. 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 wet room 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 Room – feature a king size bed with ensuite shower room, mini fridge, Nespresso coffee machine and slippers.
- iii. Balcony Room – features a double bed with ensuite shower and a bathtub, balcony with outdoor seating for two, complimentary stocked mini fridge, Nespresso coffee machine, bathrobes and slippers.
- iv. Garden King Room – features a super-king size bed, ensuite shower room, terrace with outdoor seating for two, mini-fridge, Nespresso coffee machine and slippers.
- v. Junior Suite – feature a super-king size bed, rainfall shower and separate bath, and a separate living area and desk. In room amenities include a complimentary stocked mini fridge, Nespresso coffee machine, bathrobes and slippers.
- vi. Signature Suite – feature a super-king size bed, rainfall shower and separate bath, a separate living area and desk. In room amenities include a complimentary stocked mini fridge, Nespresso coffee machine, bathrobes and slippers.
- vii. Garden Suite – feature a super-king size bed, outdoor terrace with seating for four, rainfall shower and separate bath. In room amenities include a complimentary stocked mini fridge, Nespresso coffee machine, bathrobes and slippers.
- viii. Deluxe Suite – feature an emperor size bed, two HDTV's, a walk in wardrobe, rainfall shower and separate bath, a desk area. In room amenities include a complimentary stocked mini fridge, Nespresso coffee machine, bathrobes and slippers.

ix. Grand Deluxe Suite - features a super-king size bed, a bathroom with separate bathtub, and a separate living area and desk/dining table. In room amenities include a walk-in wardrobe, complimentary stocked mini fridge, Nespresso coffee machine, bathrobes and slippers, and an evening turndown.

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 2-12 years old. Babies and toddlers aged up to 2 years will be provided with a baby cot on a complimentary basis (subject to availability). Z-beds are charged at an additional supplement, per room per night (subject to availability).

8. 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: £45 per car, from 3pm overnight to 11am.
 - e. Should a guest exceed these times, parking is charged at multiples of £15 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-8pm. 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

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.

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 .

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.

21. Company Right To Cancel

Should there be a third-party systems issue which allows a bedroom to be booked / reservation to be made at an incorrect rate and / or when there is no availability for the required night(s), the Company reserves the right to cancel the booking. The Company will refund any monies paid toward the booking, and accepts no liability for costs or disappointment incurred. The Company will make their best endeavours to contact the details given on the reservation as soon after the booking is made to offer alternative dates or advise of the cancellation.

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

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

- i. 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.
- ii. Breakfast is served in The Grill:
Monday – Sunday 06:30 – 10:00.
For reasons of health and safety a member of staff is required to have access to guest bedrooms a minimum of every 24 hours.
- iii. We respectfully request that our guests refrain from wearing items of clothing which depict affiliation or support towards a specific sporting team such as football strips, team scarves, etc.
- iv. Fire Alarm tests are held every Friday between 10:00-11:00.
- v. It is the responsibility of the guest to advise the Hotel of any allergies or intolerances they have before consuming food or beverage.
- vi. Created for the development and promotion of tourism and the enhancement of visitor experience in Manchester, the City Visitor Charge is a supplementary £1 Charge excluding VAT per room per night for guests, added to the final accommodation bill. The statutory Charge is collected from all paid accommodation establishments that fall into the Manchester ABID zone. The City Visitor Charge is applicable to all bookings from 1 April 2023.
For more information, please visit the ABID website - <https://manchesterabid.com/>.

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 – pre purchase 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. The same card used to pay online must be presented to check in to the hotel or the guest must provide alternative pin verified card details upon check in. 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 credit card is required on check in and a preauthorisation for the total sum of the reservation plus £50 per room to allow for any extras will be taken using the credit card. Payment of incidentals by cash, debit card, Apple Pay or Android Pay is possible only at the time the charges are taken. In the interest of clarity, credit cannot be opened within the hotel using these payment types. Please note that due to banking industry policy and procedures, the funds preauthorised plus the final amount due may remain ring fenced on a credit or debit card for up to 30 working days.
- 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 & No Show

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

i. Flexible rates

(a) Cancellation: There will be no cancellation charge if the booking is cancelled before 3pm (15:00 GMT) 1 day before your date of arrival. Notification received after this time will incur a charge equating to up to the first 2 nights of the reservation at the full rate booked.

(b) No show: Failure to contact us by email or arrive before check-out time after the first night of a reservation will result in the automatic cancellation of the remainder of your reservation, and charges will be incurred equating to up to the first 2 nights of the reservation at the full rate booked.

ii. Advance purchase rates

(a) Cancellation: On advance purchase rates a credit or debit card is required to charge full pre-payment at the time of booking, in the event of a cancellation there would be no refund. Bookings made on this rate are non-amendable, non-refundable and non-transferable.

(b) No show: Failure to contact us by email or arrive before check-out time after the first night of a reservation will result in the automatic cancellation of the remainder of your reservation without refund.

(c) You authorise that your card is charged the full amount, anytime between the time of booking and the day of arrival.

(d) In the event the card details are unable to be charged for any reservation made under an advance 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. Please note dinner packages can only be redeemed for table bookings of up to 4 adults.

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.

ii. Dakota Date Night Package

Based on two people sharing the selected room type, includes a full cooked breakfast per person with continental options, a £30 allocation per person towards food in The Grill on a flexible rate. Subject to availability. Any other extras will be charged accordingly. Subject to availability, and cannot be combined with any other special/package.

5. Add Ons

Any 'add ons' can be withdrawn without prior notice and are subject to availability. These must be booked at least 48 hours in advance of your arrival date to be guaranteed and are non-refundable. Please be advised that if you choose to utilize external decorating companies, you are solely

responsible for any potential damages caused, including but not limited to damage to furniture, walls, ceilings, carpets, and paintwork.

All packages will be in the bedroom for guest arrival from 3pm.

- a) The Z-Bed is compulsory in the event that a child, aged 2-12 years old, is staying on property at the cost of £30 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 – includes a seasonal random selection of flower types.
- c) Bottle of Champagne/Prosecco – with an ice bucket with two champagne glasses. Brand is subject to change based on availability.
- d) Indulgence Package – fresh rose petals scattered on bed, box of 4 chocolates and half bottle of champagne with two champagne glasses.
- e) Celebrate Package – box of 4 chocolates, handwritten occasion card (birthday or anniversary), and bottle of prosecco with two prosecco glasses.
- f) Romance Package – fresh rose petals scattered on bed, box of 4 chocolates and full bottle of champagne with two champagne glasses.
- g) Early Check In – early entry to room is not guaranteed, subject to availability
- f) Late Check Out – must be added prior to standard check out time, subject to availability
- g) Balloon Packages – will be prepared by one of the Dakota team and can be arranged in most colour combinations

6. Room types

All bedrooms are air conditioned, and feature an ensuite bathroom with a monsoon shower and bespoke toiletries. Bedrooms include a desk area, in room 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 king-size 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 super king-size bed, rainfall shower and separate bath.
- iii. Garden King - feature a super king-size bed, private garden terrace, deep bath and separate shower and Nespresso Machine.
- iv. Signature Suite - feature a super-king size bed, a spacious double walk through bathroom with roll top bath and separate shower, Nespresso machine, and complimentary stocked mini fridge.
- v. Executive Suite - feature a super-king size bed, open living space, deep bath with separate shower, Nespresso machine, and complimentary stocked mini fridge.
- vi. Balcony Suite - feature a King size bed, private 8th floor balcony, bath and separate shower and Nespresso machine.
- vii. Deluxe Suite - feature an emperor size bed, open living space, walk in wardrobe, roll top bath with separate shower, Nespresso machine, 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 2-12 years old. Babies and toddlers aged up to 2 years will be provided with a baby cot on a complimentary basis (subject to availability). Z-beds are charged at an additional supplement, per room per night (subject to availability).

8. Conditions of use

i. The Cigar Terrace is open from 10am – 10pm daily, to individuals aged 18 and over, to spoke cigars only. Smoking of cigarettes is not permitted.

9. 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: £40 per car, from 3pm overnight to 11am.
 - e. Should a guest exceed 24 hours, parking is charged at £15 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.

10. 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 Cigar Terrace and in the Smoking Lodge, as well as on the outdoor terraces and balconies of the Garden King Room, Balcony Suite and Grand Deluxe Suite.

11. 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.

12. 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.

13. 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.

14. 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.

15. 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.

16. 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.

17. 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.

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.

18. 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.

19. 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.

20. 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.

21. Good Neighbour Policy

The Hotel is located in a residential area and Guests of the Hotel are asked to respect neighbours by:

- Limiting noise outside the Hotel including refraining from shouting, singing, and generally causing undue noise and disturbance;
- Not using a car horn or causing traffic in and around the Hotel; and,
- Avoid congregating in large groups on public paths and roads.

22. '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.

23. Company Right To Cancel

Should there be a third-party systems issue which allows a bedroom to be booked / reservation to be made at an incorrect rate and / or when there is no availability for the required night(s), the Company reserves the right to cancel the booking. The Company will refund any monies paid toward the booking, and accepts no liability for costs or disappointment incurred. The Company will make their best endeavours to contact the details given on the reservation as soon after the booking is made to offer alternative dates or advise of the cancellation.

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