



## DAKOTA HOTELS GIFT VOUCHER TERMS AND CONDITIONS

Your purchase is subject to Dakota Hotels' terms and conditions for Gift Vouchers, as set out below. Should you have any questions, please contact the relevant hotel directly:

- **Groupwide vouchers:** [enquiries@dakotahotels.co.uk](mailto:enquiries@dakotahotels.co.uk)
- **Dakota Eurocentral:** 01698 835444
- **Dakota Edinburgh:** 0131 319 3690
- **Dakota Glasgow:** 0141 404 3680
- **Dakota Leeds:** 0113 322 6261
- **Dakota Manchester:** 0161 674 9180
- **Dakota Newcastle:** 0191 406 8777

### 1. Purchasing Gift Vouchers

Gift Vouchers may be purchased through our website or directly at our hotels. For security reasons, Gift Vouchers must be purchased using a credit or debit card; cash payments are not accepted.

You warrant that all details provided for the purchase are correct, that you are the authorised user of the credit or debit card used, and that sufficient funds are available to complete the transaction.

A Gift Voucher purchase is only valid once full payment has been received and you have received a confirmation of purchase. Please check this confirmation carefully, as errors may not be amendable later.

Each Gift Voucher will specify its terms of use, including:

- The product or service it applies to;
- The hotel(s) where it is valid;
- Any restrictions on the day(s) of use;
- The expiry date.

These terms are presented at the point of purchase. Please ensure you review them carefully, as they cannot be changed once issued.

All prices are inclusive of VAT (where applicable).

### 2. Receiving Gift Vouchers

You may choose to receive your Gift Voucher:

- By email (free of charge),
- In person at a hotel (free of charge), or
- By post (subject to a postage and packaging fee, outlined at time of order).

Electronic Vouchers are typically issued immediately after purchase, subject to system availability, and sent to your nominated email address.

Hotel-issued Vouchers are generally printed and handed over at the point of purchase.

Postal Vouchers are dispatched within 48 hours of purchase. However, delivery times are not guaranteed, and Dakota Hotels accepts no liability for postal delays. If your Voucher is lost in transit, please contact the Hotel directly for investigation with our provider. In such cases, the original Voucher will be cancelled, and a replacement issued.

### **3. Using Your Gift Vouchers**

Gift Vouchers are subject to the terms stated on each voucher, including applicable services, eligible locations, days of use, and expiry dates.

Gift Vouchers for specific locations cannot be transferred or exchanged for groupwide Vouchers.

Vouchers that feature service-specific or location-specific terms cannot be transferred or exchanged for Monetary Vouchers.

Certain vouchers, particularly those for accommodation, are subject to availability. Early booking is strongly recommended. Bookings can be made via the Reservations team, directly with the hotel, or online where available.

You must present your physical Gift Voucher on arrival and inform a team member prior to using it as payment. Payment by Gift Voucher is only accepted if the physical voucher is presented upon arrival.

Partial redemption is subject to the terms of individual vouchers; please contact the relevant Hotel for clarification.

For security reasons, Gift Vouchers cannot be redeemed within 72 hours of purchase. Vouchers are redeemable seven days after purchase.

Discounted or promotional Gift Vouchers — including "Spend and Save" offers, percentage discount promotions, or "Buy One Get One Free" (BOGOF) offers — cannot be used to purchase additional vouchers or combined with any other onsite discounts or promotional offers.

Gift Vouchers:

- Feature a unique reference ID code;
- May only be redeemed once;
- Cannot be exchanged for cash;
- Will not be replaced if lost;
- Are non-transferable;
- Are redeemable only at the specific hotel stated on the voucher (e.g., Dakota Edinburgh).

Please quote the gift voucher ID reference when reserving your experience.

Person(s) staying are required to produce a valid personal credit card at check-in to validate their stay.

### **4. Cancelling or Amending Gift Voucher Bookings**

If you cancel a booking made using a Gift Voucher, the cancellation policy specific to that Voucher will apply; these can be found on the voucher or accompanying documents.

- Cancellations within permitted timelines: the full value of the Gift Voucher will be reinstated.
- Cancellations outside permitted timelines: the Gift Voucher will be considered redeemed and cannot be reused.

## 5. Refunding and Extending Gift Vouchers

Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, you have the right to cancel your order within 14 days from receipt of the Gift Voucher.

To cancel, please contact the relevant Hotel directly. A full refund, including delivery charges (where applicable), will be issued within 14 days.

Gift Vouchers that have been partially or fully redeemed are not eligible for refund.

Gift Vouchers are valid for 12 months from the date of purchase, unless otherwise stated. Extensions are at the discretion of Dakota Hotels; please contact the Hotel directly for consideration.

Your statutory rights are not affected.

## 6. Complaints and Assistance

For any questions or complaints about Gift Vouchers, please contact the relevant Hotel:

- **Groupwide vouchers:** [enquiries@dakotahotels.co.uk](mailto:enquiries@dakotahotels.co.uk)
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## 7. Small Print

### Limitation of Liability

To the fullest extent permitted by law, Dakota Hotels disclaims all warranties (express or implied) related to the services offered.

This does not affect your statutory rights under the Consumer Rights Act 2015.

Dakota Hotels is liable only for foreseeable loss or damage caused by breaching these terms or by failing to use reasonable care and skill. We are not liable for unforeseeable losses.

Nothing in these terms limits liability for death or personal injury caused by negligence.

In the event of a breach of contract, Dakota Hotels' liability is limited to refunding the cost of the Gift Voucher; no other compensation will be provided.

### Your Obligations

When visiting Dakota Hotels' premises, you must comply with all applicable licensing, health and safety, and hygiene regulations. You must not cause damage to the premises. Dakota Hotels reserves the right to charge you for any damage caused or items taken.

Person(s) staying are required to present a valid personal credit card upon check-in.

Third parties are not authorised to market the Dakota Hotels brand, experiences, or vouchers in any form without prior written authorisation from Dakota Hospitality Ltd.

Experiences and credits — including but not limited to overnight stays, gift vouchers, and dining — are non-transferable. They may not be included in prizes, competitions, giveaways, or sold as part of a package without prior written authorisation from Dakota Hospitality Ltd.

All images, marketing materials, and logos are the intellectual property of Dakota Hospitality Ltd and may not be used or published by any third party without written permission.

### **Governing Law**

These terms and conditions are governed by English law. Any disputes arising under them are subject to the exclusive jurisdiction of the courts of England and Wales.

### **Changes to Terms**

Dakota Hotels reserves the right to amend these terms and conditions at any time.