DAKOTA HOSPITALITY LIMITED BOOKING TERMS & CONDITIONS

Terms and Conditions: Updated 14 September 2026.

Part A – Group Booking Terms and Conditions

- Dakota Hospitality Limited

Part B – Hotel Specific Terms and Conditions

- Dakota Eurocentral
- Dakota Edinburgh
- Dakota Glasgow
- Dakota Leeds
- Dakota Manchester
- Dakota Newcastle
- Dakota Manchester Airport

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

Dakota Hospitality Limited (referred to within as “we”, "Hotel", “Company” or “Dakota”)

Part A

Dakota Hospitality Limited
Group Booking Terms and Conditions

These terms and conditions apply to all bedroom reservations with Dakota Hospitality Limited herein referred to within as the "Hotel", “Company” or “Dakota”.

1. Supplementary guest information

i. Guests under the age of 18 must be accompanied by a parent, guardian or responsible adult aged 18 or over, who must remain with them in the bedroom and is responsible for their supervision at all times throughout their stay, including on any balcony or terrace (if applicable).
ii. Check-in is from 15:00.
iii. There is a 24-hour Reception.
iv. Check-out is by 11:00.
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. Fire Alarm tests are held weekly, and generally every Friday between 10:00-11:00.
vii. We respectfully request that our guests refrain from wearing items of clothing which depict affiliation with or support for a specific sporting team such as football strips, team scarves, etc.

2. Payment and 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 pre-authorisation for the total outstanding balance plus £50 per room will be taken using the credit card. Pre-authorised funds can remain ring-fenced for up to 10 working days, though in some cases your bank may take longer to process the release of funds. Debit cards will be charged £50 per night

on check-in with any credit refunded upon check-out, typically within 3-5 working days. For clarity, credit cannot be opened within the hotel using cash, contactless, or any form of wallet pay, therefore payment of incidentals by these payment methods is possible only at the time the charges are taken. In the absence of a chip and pin verified card being presented upon check-in, you will be required to provide identification before checking in to the hotel.

iv. Increasing your credit limit: Should charges added to the bedroom exceed the pre-authorisation sum taken on check in, the Hotel reserves the right to carry out a further pre-authorisation 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 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 and No Show

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

ii. 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.

iii. Advance Purchase Rates:

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

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.
You authorise that your card is charged the full amount, anytime between the time of booking and the day of arrival.
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. Promotional offers and packages

i. 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 regarding availability in the Grill. Please note dinner packages can only be redeemed for table bookings of up to 4 adults.
ii. Bed & Breakfast - Based on one or two people sharing the selected room type and includes a full cooked breakfast per person with continental options.
iii. Offers and promotions – All promotional incentives and offers, including but not limited to voucher discounts, promotional codes, and packages, cannot be used in conjunction with any other offer. All promotional rates and offers are subject to availability, and blackout dates apply.

5. Add Ons

i. 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 15:00.
    a) The Z-Bed is compulsory if a child, aged 2-16 years old, is staying in a bedroom with 2 adults charged at the advertised cost 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. The 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.
h) Late Check Out – must be added prior to standard check out time, subject to availability.

6. Bedrooms and Room Capacity

i. All bedrooms are air conditioned and feature an en-suite bathroom with a monsoon shower and toiletries. Bedrooms include a desk area, in room telephone, and TVs, access to complimentary Wi-Fi, tea & coffee station with biscuits, water, ironing facilities and a hairdryer.
ii. 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 2-16 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. Non-smoking Policy

i. Smoking is not permitted in any part of the Hotel. Guests found to be smoking 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. If no debit or credit card was provided on check-in, the Hotel reserves the right to immediately terminate the reservation and request immediate departure.

8. Emergency Evacuation

i. 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.
ii. 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, sight or hearing impairments, as well as children aged below 16.
iii. 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.

9. Damage by and/or Behaviour of Guests

i. 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 animals/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 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.

c) We are committed to providing a safe, welcoming and respectful environment and have a responsibility to protect our team while they are at work. Abusive, threatening, discriminatory, inappropriate, or harassing behaviour towards our team or other guests will not be tolerated. Management reserves the right to refuse service or ask guests to leave where behaviour falls below these standards.

10. Lost Property

i. 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.

ii. To protect the safety of our team and guests, certain items cannot be held in Lost & Found. These include but are not limited to exposed blades and sharps (such as disposable and safety razors, loose blades and needles) and e-cigarettes/vapes. Items of this nature that are not claimed within forty-eight (48) hours will be disposed of safely and responsibly. The Hotel accepts no liability for items disposed of under this clause.

iii. The possession, use, or storage of nitrous oxide ("laughing gas") or any pressurised gas canisters on hotel premises is strictly prohibited. Guests who leave gas canisters on the premises will be subject to a minimum additional charge of £50 per canister for the safe disposal of the canisters, which will be charged to the debit or credit card provided to guarantee or pay for the reservation. The Hotel reserves the right to immediately terminate the reservation and request the immediate departure of guests found to be using such items in/on any part of the premises.

11. Allergens and Dietary Requirements

i. It is the responsibility of the guest to advise the Hotel of any allergies or intolerances they have before consuming food or beverages.
ii. Food and beverage preparation areas are open-plan, and while we take care to minimise cross-contact, we cannot guarantee any dish or drink is completely free from allergens. If you request an item without a specific allergen, we will prepare it without that ingredient where possible, but it still may contain traces due to cross-contact. Please check the allergen information for each item and tell a member of our team if you have any allergies or intolerances before ordering. If you do, please also let us know whether your requirement is for the whole table or just yourself. View allergens and nutritional information by clicking here: https://viewthe.menu/sdwv

12. CCTV

i. 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. Vehicle Parking

i. The Company accepts no liability for any loss of, or damage to, vehicles (including cars and motorbikes) or personal property left in its car parks, including in the event of damage, theft or attempted theft, or in those operated by third parties whom we recommend or with whom we have arrangements.
ii. Where the Hotel has parking facilities, availability cannot be guaranteed. Individuals choosing to leave their vehicle outside of the Hotel, or to park on nearby streets or public parking areas do so at their own risk.
iii. Where the Hotel provides electric vehicle charging facilities, these are offered on a non-guaranteed basis. The Hotel accepts no liability for their availability, working condition, interruption, or inability to meet a guest's charging requirements.

iv. Specific individual hotel arrangements and further details of our parking terms, including valet parking and airport transfers, are set out below under the relevant hotel.
v. Any preferential rates at local car parks may be available for guests but are not guaranteed and can be withdrawn at any time.

14. Assistance Dogs

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

i. Guests remain responsible for the supervision and behaviour of their assistance dog at all times.
ii. The hotel reserves the right to recover reasonable costs in respect of any damage to property or revenue loss caused by an assistance dog.
iii. Where an assistance dog is loose in a guest bedroom, the guest must display the “Relaxing” sign on the door. In such circumstances, housekeeping service will not be provided.
iv. The hotel cannot accept responsibility for an assistance dog becoming unsecured if the ‘Relaxing’ sign is not displayed.
v. It is the responsibility of the guest to immediately clean up after their assistance dog.
vi. Assistance dogs are welcome in all public areas, including dining spaces, in accordance with food safety regulations.
vii. We will endeavor to allocate a wheelchair accessible bedroom to allow for additional floor space.
viii. For the avoidance of doubt, UK legislation recognises assistance dogs only. Other animals, including emotional support animals or animals trained to provide support that are not dogs, do not have an automatic right of access under the Equality Act 2010 and are subject to the hotel’s pet policy unless otherwise agreed in advance.

15. Loss or Damage to Guest Property

i. 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.

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 https://dakotahotels.co.uk.

ii. All Dakota employees who process or use any personal information must ensure that they always follow these principles. 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's name, dates of stay, and Dakota 9-digit confirmation number. Exceptions may apply to reservations made through the Global Distribution System.
iv. Requests for invoices must be made in writing by emailing Reservations and confirm the full guest's 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's 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 reported to a third party for further investigation, and the guest may be contacted for further information.

17. Firearms Statement

i. Dakota is unable to provide storage facilities for firearms, and under no circumstances should firearms 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 firearms.

18. Illegal Drugs and Substances

i. The possession, use, distribution or supply of illegal drugs is strictly prohibited on hotel premises.
ii. If illegal drugs, suspected illegal substances, or related paraphernalia are discovered in a guest bedroom or elsewhere on the premises, the hotel reserves the right to take appropriate action. This may include securing the area, reporting the matter to the police or other relevant authorities, and terminating the guest's stay with immediate effect.
iii. Where a stay is terminated in these circumstances, no refund will be due and the guest may be held liable for any reasonable costs incurred

by the hotel as a result, including loss of revenue, specialist cleaning, repairs or damage.

iv. The Hotel will cooperate fully with law enforcement authorities where required and cannot accept responsibility for any consequences arising from the possession or use of illegal drugs on the premises.

19. Use of Gym / Fitness Facilities

i. 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 pregnancy?*

ii. 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.

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

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

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

20. Electrical Equipment

i. 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 hotel's mains supply. All personal electrical or electronic devices that are brought into 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.

21. 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, they are not authorised to be included as part of a prize, competition, giveaway, or package sold 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.

22.Force Majeure

i. 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

i. 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 cancelation.

24.Hotel Relocation and Alternative Accommodation

i. In exceptional circumstances, Dakota may be unable to provide the accommodation reserved. Where this occurs, Dakota reserves the right to relocate the guest to suitable alternative accommodation. Where possible, alternative accommodation will be within a reasonable distance of the original hotel and Dakota will personally arrange and pay for a taxi service where required.
ii. Where suitable alternative accommodation cannot be secured, Dakota will cancel the reservation and refund any monies paid for the affected night(s) in full.

iii. Dakota's liability in relation to any relocation shall be limited to the provision of alternative accommodation arranged by Dakota, any agreed transportation costs, and any refund due under these terms and conditions.
iv. Any accommodation, transportation or other arrangements made independently by the guest without Dakota's prior agreement shall be at the guest's own expense.

Part B

Dakota Eurocentral
Booking Terms and Conditions

These terms and conditions, and the terms and conditions stated under: 'Dakota Hospitality Limited Booking 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. Breakfast is served in The Grill:
   - Monday – Friday 06:30 – 10:00.
   - Saturday – Sunday 07:00 – 10:30.

ii. The Hotel reserves the right to amend these service times at any time. For current service times please refer to the company website.

2. Room Types

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

ii. 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 and 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.

iii. Classic King Room - Located on our fourth and fifth floors, bedrooms include a king size bed, Nespresso coffee machine, bathrobes and slippers and Sky Movie channels.

iv. 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 and 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, Sky Movie channels, bathrobes and slippers.

v. Executive Room (Twin or Double) - Located on our fourth and fifth floors, bedrooms include Sky Movie channels, a super king size bed, Nespresso coffee machine, bathrobes and slippers and Sky Movie channels.
vi. Deluxe Room - These larger bedrooms feature super king size bed, Nespresso coffee machine, stocked mini fridge, bathrobes and slippers and Sky Movie channels.
vii. 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 Sky Movie channels.
viii. 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 Sky Movie channels.

3. Packages

i. 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 regarding availability in the Grill. Please note dinner packages can only be redeemed for table bookings of up to 4 adults.
ii. All Dakota Eurocentral packages, and package specific terms and conditions can be viewed on our website and are subject to availability. The Hotel reserves the right to withdraw or amend package terms and conditions at any time.
iii. Citylink partnership packages:
    a) 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.

b) 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 is not responsible for organisation of alternative transport.

c) 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 is not responsible for organisation of alternative transport.

4. Vehicle Parking

i. The Company outsources the management of its car park to ParkingEye Limited. As part of this arrangement, ParkingEye Limited operates CCTV within the car park and has access to view vehicles and vehicle registration numbers captured on site. Complimentary car parking is available only to hotel residents and visitors attending the Hotel's Bar, Grill and/or Events functions, provided that the vehicle registration number is entered into the terminal at Reception in accordance with the on-screen instructions. Failure to register a vehicle correctly may result in the registered keeper receiving a parking charge of £100 issued by ParkingEye Limited for unauthorised parking.

ii. Failure to do so may result in vehicle owners receiving a parking fine of £100 for unauthorised parking.

iii. While the Hotel has parking facilities, availability cannot be guaranteed.

Dakota Edinburgh
Booking Terms and Conditions

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

1. Supplementary Guest Information

i. Breakfast is served in The Grill:
   - Monday – Friday 06:30 – 10:00.
   - Saturday – Sunday 07:00 – 10:30.

ii. The Hotel reserves the right to amend these service times at any time. For current service times please refer to the company website.

iii. The Hotel will be subject to the Edinburgh Visitor Levy Scheme which became law in September 2024. The levy is an additional charge of 5% on overnight accommodation and is applicable to all reservations arriving on or after 24 July 2026. For information on the levy, click here.

2. Room Types

i. All bedrooms are air conditioned and feature an en-suite bathroom with a monsoon shower and toiletries. Bedrooms include a desk area, in room telephone, and HDTV's inclusive of Sky Sports channels, access to complimentary Wi-Fi, tea & coffee station with biscuits, water, ironing facilities and a hairdryer.

ii. 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 and 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.

iii. King Room - include a Nespresso machine.

iv. Executive Room (Twin or Double) - Bedrooms include Sky Movie channels, bathrobes and slippers and a Nespresso machine.

v. 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 Sky Movie channels, a Nespresso machine, a complimentary stocked fridge, bathrobes and slippers and an evening turndown.

vi. Signature Suite - features a king-sized bed, ensuite bathroom with monsoon shower, living area and desk/dining table. In room amenities include Sky Movie channels, a Nespresso machine, a complimentary stocked fridge, bathrobes and slippers, and an evening chocolate turndown.
vii. 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 Sky Movie channels, a Nespresso machine, a walk-in wardrobe, complimentary stocked fridge, bathrobes and slippers, and an evening chocolate turndown.

3. Packages

i. 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 regarding availability in the Grill. Please note dinner packages can only be redeemed for table bookings of up to 4 adults.
ii. All Dakota Edinburgh packages, and package specific terms and conditions can be viewed on our website and are subject to availability. The Hotel reserves the right to withdraw or amend package terms and conditions at any time.

4. Vehicle Parking

i. The Company outsources the management of its car park to ParkingEye Limited. As part of this arrangement, ParkingEye Limited operates CCTV within the car park and has access to view vehicles and vehicle registration numbers captured on site. Complimentary car parking is available only to hotel residents and visitors attending the Hotel's Bar, Grill and/or Events functions, provided that the vehicle registration number is entered into the terminal at Reception in accordance with the on-screen instructions. Failure to register a vehicle correctly may result in the registered keeper receiving a parking charge of £100 issued by ParkingEye Limited for unauthorised parking.
ii. For the avoidance of doubt, our hotel does not offer a valet parking service.

5. Airport Transfer Service

i. The Hotel offers a complimentary airport transfer service, which is provided subject to availability and must be pre-booked in advance. The service is generally available Monday to Friday between 06:00 and 14:00. The Hotel reserves the right to amend the operating hours from time to time.

ii. The Hotel accepts no responsibility for any flights, connections, or onward travel arrangements missed by guests, howsoever caused.
iii. For guests using the airport transfer service:
    a) The Hotel will take all reasonably practicable steps to collect guests promptly following the arrival of their flight. Where delays occur for reasons beyond the Hotel's control, the Hotel will not be liable for any additional costs incurred by the guest.
    b) Transfer times provided by the Hotel are indicative only. The Hotel cannot be held responsible or liable for missed flights or delays resulting from traffic conditions, accidents, mechanical issues, weather conditions, or any other events outside the Hotel's control.
    c) Where an incoming flight is delayed, the Hotel will make reasonable efforts to rearrange transport in order to minimise inconvenience. However, this cannot be guaranteed, and guests are requested to notify the Hotel as soon as possible in the event of any delay.
    d) To ensure continuity of service, the Hotel may subcontract airport transfer services to third-party providers.
    e) The airport transfer vehicle can accommodate a folded wheelchair however, for safety reasons, passengers must be able to transfer into a fixed vehicle seat for the journey, as the transfer vehicle is not suitable for passengers remaining seated in their wheelchair. Guests with mobility or accessibility requirements are encouraged to contact the Hotel prior to arrival so individual needs can be discussed and suitable alternative arrangements explored where reasonably possible.
    f) Dakota Hotels can provide an approved child car seat on request, subject to availability. Whilst we will ensure any seat provided is maintained and fitted in accordance with the manufacturer's instructions, parents and guardians remain responsible for ensuring it is suitable for their child. Guests are welcome to bring their own child restraint if preferred.
iv. The Hotel reserves the right to withdraw or suspend the complimentary airport transfer service at any time without prior notice.

Dakota Glasgow
Booking Terms and Conditions

These terms and conditions, and the terms and conditions stated under: 'Dakota Hospitality Limited Booking 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. Breakfast is served in The Grill:
   - Monday – Friday 06:30 – 10:00.
   - Saturday 07:00 – 10:30.
   - Sunday 07:00 – 11:00.

ii. The Hotel reserves the right to amend these service times at any time. For current service times please refer to the company website.

2. Room Types

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

ii. Classic Room – features 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 and 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.

iii. Classic King Room – features a super king size bed.

iv. Superior King Room – features a super-king size bed, mini-fridge, sofa area, Nespresso coffee machine, bathrobes and slippers.

v. Superior Double Room - features 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.

vi. Executive Room – features 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.

vii. 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.

3. Packages

i. 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 regarding availability in the Grill. Please note dinner packages can only be redeemed for table bookings of up to 4 adults.

ii. All Dakota Glasgow packages, and package specific terms and conditions can be viewed on our website and are subject to availability. The Hotel reserves the right to withdraw or amend package terms and conditions at any time.

4. Conditions of Use

i. The Library is located on the ground floor for the 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.

5. Vehicle Parking

i. There may be the opportunity to purchase parking, in an offsite parking space, on a prebooked basis only, subject to availability.

ii. This is subject to a fee per vehicle, per night. The fee covers the period of 14:30 on the day of arrival until 12:00 noon on the day of departure. Should you exceed the stipulated time frame, additional charges may apply. For the most up-to-date pricing information, please refer to our FAQs page.

iii. The parking spaces are situated opposite the front entrance of the Hotel, and the address is 200 West Regent Street. These spaces are marked with a Dakota Hotels branded sign and the spaces are also marked with a number to which you are required to park in the allocated space given to you.

iv. Cancellation of a 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 15:00, 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.

v. For the avoidance of doubt the guest is required to park their own vehicle in the allocated car parking space. The hotel does not offer a valet parking service.
vi. If the parking space is not available at the start of the booked period due to the previous vehicle has not vacated the space in time, the parking booking may be cancelled free of charge or partially refunded for the delay. For the avoidance of doubt, the Hotel will not be liable for, or reimburse, the cost of alternative parking arrangements.

Dakota Leeds
Booking Terms and Conditions

These terms and conditions, and the terms and conditions stated under: 'Dakota Hospitality Limited Booking 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. Breakfast is served in The Grill:
   - Monday – Friday 06:30 – 10:00.
   - Saturday – Sunday 07:30 – 10:30.

ii. The Hotel reserves the right to amend these service times at any time. For current service times please refer to the company website.

2. Room Types

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

ii. 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 and 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.

iii. Classic King Room – feature a king size bed with ensuite shower room, mini fridge, Nespresso coffee machine and slippers.

iv. 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.

v. 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.

vi. Junior Suite – features 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.

vii. Signature Suite – features 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.
viii. Garden Suite – features 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.
ix. Deluxe Suite – features 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.
x. 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.

3. Packages

i. 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 regarding availability in the Grill. Please note dinner packages can only be redeemed for table bookings of up to 4 adults.
ii. All Dakota Leeds packages, and package specific terms and conditions can be viewed on our website and are subject to availability. The Hotel reserves the right to withdraw or amend package terms and conditions at any time.

4. Vehicle Parking

i. For the avoidance of doubt, in the absence of booking a valet service, you are required to park your own vehicle.
ii. By booking valet parking services, you agree 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 due to limited spaces available.
    b. Valet parking is subject to a fee per vehicle, per night. The fee covers the period of 15:00 on the day of arrival until 12:00 noon on the day of departure. Should you exceed the stipulated time frame, additional charges may apply.
    c. Our team and valet service operates between 08:00 and 20:00. Where prior notice is given that a guest will require access to their

vehicle outside of these hours, we will use reasonable endeavours to accommodate the request, however, this cannot be guaranteed.

d. Where this is not possible, guests will be required to retrieve their vehicle themselves.
e. For the avoidance of doubt, valet parking spaces are located off-site and away from the Hotel.
f. Guest car keys will be stored securely by the Hotel in a lockable safe. Guests are requested to remove any house keys, access fobs or other keys that are not required for the operation of the vehicle before handing keys to our team.
g. Blue Badge holders who are staying with us as hotel guests will receive a £5.00 reduction on the cost of valet parking, subject to availability and when pre-booked. To ensure a smooth arrival, we kindly ask that you contact us prior to your visit with your estimated arrival and departure times. This allows us to prepare for your arrival and apply the adjustment accordingly. Once arranged, simply pull up to the hotel entrance and present your keys to our team.
h. The Hotel's motor insurance provides cover for vehicles with a market value of up to £250,000 at the time of arrival.
i. Vehicles presented for valet parking with a value exceeding £250,000 are accepted at the vehicle owner's own risk, and guests are advised that insurance cover may not apply.
j. The Hotel accepts responsibility for the vehicle only while it is under the control of a hotel driver. Once the vehicle has been parked and is no longer being operated by a hotel driver, responsibility passes back to the vehicle owner and their insurer.
k. All valuables must be removed from the vehicle or securely concealed before the vehicle is handed over. The Hotel accepts no liability for loss or damage to personal possessions left within the vehicle, unless caused by the Hotel's negligence.
l. By purchasing valet parking, the driver confirms that the vehicle is lawfully owned or used with permission, correctly taxed, roadworthy, insured, and has sufficient fuel or charge for safe operation to and from the designated parking location.
m. The Hotel will record the condition of the vehicle on arrival and departure using photographic and/or video footage, including an image of the mileage upon receipt. This data will be retained in accordance with the Hotel's Privacy Notice and GDPR requirements.
n. Once the vehicle has been returned to the guest, any damage reasonably believed to have occurred during the valet parking service should be reported to the Hotel as soon as practicable and no later than five (5) calendar days so that the matter can be investigated.

o. Where photographic or video evidence taken at arrival and/or departure shows that the damage was present prior to the vehicle being handed to the Hotel, or occurred after the vehicle was no longer under the control of a Hotel driver, the Hotel will not accept liability.
p. Where damage is caused to a vehicle, or a collision occurs as a result of the negligence of a Hotel driver, the matter will be managed through the Hotel's insurers. Where appropriate, a courtesy vehicle may be provided while repairs are completed by an insurer-approved repairer.
q. The Hotel does not accept responsibility for loss of or damage to vehicles or property once a vehicle is parked and no longer under the control of a Hotel driver, or where a vehicle is driven, moved, or accessed by the vehicle owner. This also applies to vehicles parked within third-party car parks that are operated independently of the Hotel.

Dakota Manchester
Booking Terms and Conditions

These terms and conditions, and the terms and conditions stated under: 'Dakota Hospitality Limited Booking 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. Breakfast is served in The Grill:
   - Monday – Sunday 06:30 – 10:00.

ii. The Hotel reserves the right to amend these service times at any time. For current service times please refer to the company website.

iii. A mandatory City Visitor Charge of £1.00 per room, per night (plus VAT, where applicable) will be added to your final bill. This charge is a statutory requirement under the Manchester Accommodation Business Improvement District (BID) and has been in effect since April 2023. It applies to most paid accommodation within the BID zone and contributes to funding initiatives that enhance the visitor experience and support the local tourism economy. For more information, click here.

2. Room Types

i. All bedrooms are air conditioned and feature an ensuite bathroom with a monsoon shower and toiletries. Bedrooms include a desk area, in room telephone, iron & ironing board, and smart TV with Sky Entertainment & Sky Sports channels, media hub, access to complimentary Wi-Fi, tea & coffee station with biscuits, bottled water, and a hairdryer.

ii. Classic Double - features 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 and 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.

iii. Classic King - features a super king-size bed, rainfall shower and separate bath.

iv. Garden King - features a super king-size bed, private garden terrace, deep bath and separate shower and Nespresso Machine.

v. Signature Suite - features 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.

vi. Executive Suite - features a super-king size bed, open living space, deep bath with separate shower, Nespresso machine, and complimentary stocked mini fridge.
vii. Balcony Suite - feature a King size bed, private 8th floor balcony, bath and separate shower and Nespresso machine.
viii. Deluxe Suite - features an emperor size bed, open living space, walk in wardrobe, roll top bath with separate shower, Nespresso machine, and complimentary stocked mini fridge.
ix. 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.
x. 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

3. Packages

i. 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 regarding availability in the Grill. Please note dinner packages can only be redeemed for table bookings of up to 4 adults.
ii. All Dakota Manchester packages, and package specific terms and conditions can be viewed on our website and are subject to availability. The Hotel reserves the right to withdraw or amend package terms and conditions at any time.

4. Conditions of use

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

5. Vehicle Parking

i. For the avoidance of doubt, in the absence of booking a valet service, you are required to park your own vehicle.
ii. By booking valet parking services, you agree 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 due to limited spaces available.
b. Valet parking is subject to a fee per vehicle, per night. The fee covers the period of 15:00 on the day of arrival until 12:00 noon on the day of departure. Should you exceed the stipulated time frame, additional charges may apply.
c. Our team and valet service operates between 08:00 and 22:00. Where prior notice is given that a guest will require access to their vehicle outside of these hours, we will use reasonable endeavours to accommodate the request, however, this cannot be guaranteed.
d. Where this is not possible, guests will be required to retrieve their vehicle themselves.
e. For the avoidance of doubt, valet parking spaces are located off-site and away from the Hotel.
f. Guest car keys will be stored securely by the Hotel in a lockable safe. Guests are requested to remove any house keys, access fobs or other keys that are not required for the operation of the vehicle before handing keys to our team.
g. Blue Badge holders who are staying with us as hotel guests will receive a £5.00 reduction on the cost of valet parking, subject to availability and when pre-booked. To ensure a smooth arrival, we kindly ask that you contact us prior to your visit with your estimated arrival and departure times. This allows us to prepare for your arrival and apply the adjustment accordingly. Once arranged, simply pull up to the hotel entrance and present your keys to our team.
h. The Hotel's motor insurance provides cover for vehicles with a market value of up to £250,000 at the time of arrival**.**
i. Vehicles presented for valet parking with a value exceeding £250,000 are accepted at the vehicle owner's own risk, and guests are advised that insurance cover may not apply.
j. The Hotel accepts responsibility for the vehicle only while it is under the control of a hotel driver. Once the vehicle has been parked and is no longer being operated by a hotel driver, responsibility passes back to the vehicle owner and their insurer.
k. All valuables must be removed from the vehicle or securely concealed before the vehicle is handed over. The Hotel accepts no liability for loss or damage to personal possessions left within the vehicle, unless caused by the Hotel's negligence.

l. By purchasing valet parking, the driver confirms that the vehicle is lawfully owned or used with permission, correctly taxed, roadworthy, insured, and has sufficient fuel or charge for safe operation to and from the designated parking location.
m. The Hotel will record the condition of the vehicle on arrival and departure using photographic and/or video footage, including an image of the mileage upon receipt. This data will be retained in accordance with the Hotel's Privacy Notice and GDPR requirements.
n. Once the vehicle has been returned to the guest, any damage reasonably believed to have occurred during the valet parking service should be reported to the Hotel as soon as practicable and no later than five (5) calendar days so that the matter can be investigated.
o. Where photographic or video evidence taken at arrival and/or departure shows that the damage was present prior to the vehicle being handed to the Hotel, or occurred after the vehicle was no longer under the control of a Hotel driver, the Hotel will not accept liability.
p. Where damage is caused to a vehicle, or a collision occurs as a result of the negligence of a Hotel driver, the matter will be managed through the Hotel's insurers. Where appropriate, a courtesy vehicle may be provided while repairs are completed by an insurer-approved repairer.
q. The Hotel does not accept responsibility for loss of or damage to vehicles or property once a vehicle is parked and no longer under the control of a Hotel driver, or where a vehicle is driven, moved, or accessed by the vehicle owner. This also applies to vehicles parked within third-party car parks that are operated independently of the Hotel.

Dakota Newcastle
Booking Terms and Conditions

These terms and conditions, and the terms and conditions stated under: 'Dakota Hospitality Limited Booking Terms and Conditions' apply to all bedroom reservations with Dakota Hospitality Limited (Newcastle) herein referred to within as the "Hotel", "Company" or "Dakota". Address 112 Quayside, Newcastle, NE1 3DX.

1. Supplementary Guest Information

i. Breakfast is served in The Grill:
   - Monday – Friday 06:30 – 10:00.
   - Saturday – Sunday 07:30-10:30.

ii. The Hotel reserves the right to amend these service times at any time. For current service times please refer to the company website.

2. Room Types

i. All bedrooms are air conditioned and feature an ensuite bathroom with a monsoon shower and toiletries. Bedrooms include a desk area, in room telephone, iron & ironing board, an Apple TV with Freeview, Sky Sports, and TV Apps, access to complimentary Wi-Fi, tea & coffee station with biscuits, bottled water, and a hairdryer.

ii. Classic Double - features a king-size bed. Note, guests who book a Classic Room may be given a Wheelchair Accessible room based on availability.
   - Classic Double Wheelchair Accessible Rooms - feature larger floor space and 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.

iii. Classic King - features a super king-size bed, rainfall shower and separate bath.

iv. Junior Suite - features a super king-size bed, deep bath and separate shower and Nespresso Machine. complimentary stocked mini fridge, evening turndown.

v. Executive Suite - features a super king-size bed, deep bath and separate shower and Nespresso Machine, complimentary stocked mini fridge, evening turndown, and River Tyne view.

vi. Signature Suite - features a super-king size bed, bath and separate shower, Nespresso machine, and complimentary stocked mini fridge, evening turndown, and River Tyne view.

vii. Executive Suite - features a super-king size bed, open living space, bath with separate shower, Nespresso machine, complimentary stocked mini fridge, and evening turndown.
viii. Deluxe Suite - features a super-king size bed, open living space, dedicated dining space with table and chairs, private external terrace, River Tyne view, walk in wardrobe, bath with separate shower, Nespresso machine, and complimentary stocked mini fridge, and evening turndown.
ix. Grand Deluxe Suite: one bedroom suite - features an emperor size bed, ensuite bathroom with steam shower, bath, separate WC, dedicated living space with seating area, dedicated dining space with table and chairs for four, external terrace with seating, River Tyne view, walk in wardrobe, Nespresso machine, evening turndown, and complimentary stocked fridge.
x. Grand Deluxe Suite: two-bedroom suite whereby the Deluxe Suite is adjoined.

3. Packages

i. 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 regarding availability in the Grill. Please note dinner packages can only be redeemed for table bookings of up to 4 adults.
ii. All packages, and package specific terms and conditions can be viewed on our website and are subject to availability. The Hotel reserves the right to withdraw or amend package terms and conditions at any time.

4. Conditions of use

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

5. Vehicle Parking

i. For the avoidance of doubt, in the absence of booking a valet service, you are required to park your own vehicle.
ii. By booking valet parking services, you agree 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 due to limited spaces available.
    b. Valet parking is subject to a fee per vehicle, per night. The fee covers the period of 15:00 on the day of arrival until 12:00 noon on the day of departure. Should you exceed the stipulated time frame, additional charges may apply.

c. Our team and valet service operates between 08:00 and 22:00. Where prior notice is given that a guest will require access to their vehicle outside of these hours, we will use reasonable endeavours to accommodate the request, however, this cannot be guaranteed.
d. Where this is not possible, guests will be required to retrieve their vehicle themselves.
e. For the avoidance of doubt, valet parking spaces are located off-site and away from the Hotel.
f. Guest car keys will be stored securely by the Hotel in a lockable safe. Guests are requested to remove any house keys, access fobs or other keys that are not required for the operation of the vehicle before handing keys to our team.
g. Blue Badge holders who are staying with us as hotel guests will receive a £5.00 reduction on the cost of valet parking, subject to availability and when pre-booked. To ensure a smooth arrival, we kindly ask that you contact us prior to your visit with your estimated arrival and departure times. This allows us to prepare for your arrival and apply the adjustment accordingly. Once arranged, simply pull up to the hotel entrance and present your keys to our team.
h. The Hotel's motor insurance provides cover for vehicles with a market value of up to £250,000 at the time of arrival.
i. Vehicles presented for valet parking with a value exceeding £250,000 are accepted at the vehicle owner's own risk, and guests are advised that insurance cover may not apply.
j. The Hotel accepts responsibility for the vehicle only while it is under the control of a hotel driver. Once the vehicle has been parked and is no longer being operated by a hotel driver, responsibility passes back to the vehicle owner and their insurer.
k. All valuables must be removed from the vehicle or securely concealed before the vehicle is handed over. The Hotel accepts no liability for loss or damage to personal possessions left within the vehicle, unless caused by the Hotel's negligence.
l. By purchasing valet parking, the driver confirms that the vehicle is lawfully owned or used with permission, correctly taxed, roadworthy, insured, and has sufficient fuel or charge for safe operation to and from the designated parking location.
m. The Hotel will record the condition of the vehicle on arrival and departure using photographic and/or video footage, including an image of the mileage upon receipt. This data will be retained in accordance with the Hotel's Privacy Notice and GDPR requirements.
n. Once the vehicle has been returned to the guest, any damage reasonably believed to have occurred during the valet parking

service should be reported to the Hotel as soon as practicable and no later than five (5) calendar days so that the matter can be investigated.

o. Where photographic or video evidence taken at arrival and/or departure shows that the damage was present prior to the vehicle being handed to the Hotel, or occurred after the vehicle was no longer under the control of a Hotel driver, the Hotel will not accept liability.
p. Where damage is caused to a vehicle, or a collision occurs as a result of the negligence of a Hotel driver, the matter will be managed through the Hotel's insurers. Where appropriate, a courtesy vehicle may be provided while repairs are completed by an insurer-approved repairer.
q. The Hotel does not accept responsibility for loss of or damage to vehicles or property once a vehicle is parked and no longer under the control of a Hotel driver, or where a vehicle is driven, moved, or accessed by the vehicle owner. This also applies to vehicles parked within third-party car parks that are operated independently of the Hotel.

Dakota Manchester Airport
Booking Terms and Conditions

These terms and conditions, and the terms and conditions stated under: 'Dakota Hospitality Limited Booking Terms and Conditions' apply to all bedroom reservations with Dakota Hospitality Limited (Manchester Airport) herein referred to within as the "Hotel", "Company" or "Dakota". Address 7 Enterprise Way, Manchester M90 4AD.

1. Supplementary Guest Information

i. Breakfast is served in The Grill:
   - Monday – Friday 06:30 – 10:00.
   - Saturday – Sunday 07:00 – 10:30.

ii. The Hotel reserves the right to amend these service times at any time. For current service times, please refer to the company website.

2. Room Types

i. All bedrooms are air conditioned and feature an en-suite bathroom with a monsoon shower and toiletries. All bedrooms include a desk area, in room telephone, and HDTVs, access to complimentary Wi-Fi, tea & coffee station with biscuits, water, ironing facilities and a hairdryer.

ii. King Room - Includes king-size bed and rainfall shower, Apple TV with streaming apps and Sky Sports package, Nespresso machine, in-room luggage storage, personal fridge, complimentary Wi-Fi, and luxury toiletries.
   a. Wheelchair Accessible Rooms

iii. Garden King (Twin or Double) - Bedrooms include Sky Movie channels, bathrobes and slippers and a Nespresso machine.

iv. Family King – Designed for group travelers with two king-size beds, two en-suite bathrooms, extra luggage space and private access. Family King Rooms are subject to availability and can only be booked via direct telephone or email enquiry.

v. Junior Suite - Includes a super-king bed with separate living space, en-suite bathroom with marble-top bath, rainfall shower and luxurious toiletries. Features Apple TV with streaming apps and Sky Sports package, Nespresso machine, in-room luggage storage, and 24-hour room service.

vi. Signature Suite - Includes a super-king bed, large private living space, walk-through double bathroom with a marble-top bath, separate rainfall shower, and luxurious toiletries. Features Apple TV with streaming apps and Sky Sports package, Nespresso machine, in-room luggage storage, and 24-hour room service.

3. Packages

i. 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 regarding availability in the Grill. Please note dinner packages can only be redeemed for table bookings of up to 4 adults.
ii. All Dakota Manchester Airport packages, and package specific terms and conditions can be viewed on our website and are subject to availability. The Hotel reserves the right to withdraw or amend package terms and conditions at any time.

4. Conditions of use

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

5. Vehicle Parking

i. Should a guest's departure be delayed beyond their original booked departure time, a complimentary grace period of up to six hours will be applied. Thereafter, additional charges will automatically be applied to the guest's bedroom reservation and will be payable upon collection of the vehicle, as follows:
    a. Up to 9 hours - £10.00
    b. Up to 12 hours - £15.00
    c. Up to 24 hours - £20.00
    d. Over 24 hours - £30.00 per day
ii. The Hotel must be informed of all amendments to the guest's booked departure time at the earliest opportunity, and prior to the expiry of the complimentary grace period.
iii. For the avoidance of doubt, in the absence of booking a valet service, you are required to park your own vehicle.
iv. By booking valet parking services, you agree 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 due to limited spaces available.
    b. Valet parking is subject to a fee per vehicle, per night. The fee covers the period of 15:00 on the day of arrival until 12:00 noon on the day of departure. Should you exceed the stipulated time frame, additional charges may apply.
    c. Our team and valet service operates between 08:00 and 22:00. Where prior notice is given that a guest will require access to their vehicle outside of these hours, we will use reasonable endeavours to accommodate the request, however, this cannot be guaranteed.
    d. Where this is not possible, guests will be required to retrieve their vehicle themselves.

e. For the avoidance of doubt, valet parking spaces are located off-site and away from the Hotel.
f. Guest car keys will be stored securely by the Hotel in a lockable safe. Guests are requested to remove any house keys, access fobs or other keys that are not required for the operation of the vehicle before handing keys to our team.
g. Blue Badge holders who are staying with us as hotel guests will receive a £5.00 reduction on the cost of valet parking, subject to availability and when pre-booked. To ensure a smooth arrival, we kindly ask that you contact us prior to your visit with your estimated arrival and departure times. This allows us to prepare for your arrival and apply the adjustment accordingly. Once arranged, simply pull up to the hotel entrance and present your keys to our team.
h. The Hotel's motor insurance provides cover for vehicles with a market value of up to £250,000 at the time of arrival.
i. Vehicles presented for valet parking with a value exceeding £250,000 are accepted at the vehicle owner's own risk, and guests are advised that insurance cover may not apply.
j. The Hotel accepts responsibility for the vehicle only while it is under the control of a hotel driver. Once the vehicle has been parked and is no longer being operated by a hotel driver, responsibility passes back to the vehicle owner and their insurer.
k. All valuables must be removed from the vehicle or securely concealed before the vehicle is handed over. The Hotel accepts no liability for loss or damage to personal possessions left within the vehicle, unless caused by the Hotel's negligence.
l. By purchasing valet parking, the driver confirms that the vehicle is lawfully owned or used with permission, correctly taxed, roadworthy, insured, and has sufficient fuel or charge for safe operation to and from the designated parking location.
m. The Hotel will record the condition of the vehicle on arrival and departure using photographic and/or video footage, including an image of the mileage upon receipt. This data will be retained in accordance with the Hotel's Privacy Notice and GDPR requirements.
n. Once the vehicle has been returned to the guest, any damage reasonably believed to have occurred during the valet parking service should be reported to the Hotel as soon as practicable and no later than five (5) calendar days so that the matter can be investigated.
o. Where photographic or video evidence taken at arrival and/or departure shows that the damage was present prior to the vehicle being handed to the Hotel, or occurred after the vehicle was no longer under the control of a Hotel driver, the Hotel will not accept liability.
p. Where damage is caused to a vehicle, or a collision occurs as a result of the negligence of a Hotel driver, the matter will be managed

through the Hotel's insurers. Where appropriate, a courtesy vehicle may be provided while repairs are completed by an insurer-approved repairer.

q. The Hotel does not accept responsibility for loss of or damage to vehicles or property once a vehicle is parked and no longer under the control of a Hotel driver, or where a vehicle is driven, moved, or accessed by the vehicle owner. This also applies to vehicles parked within third-party car parks that are operated independently of the Hotel.

6. Airport Transfer Service

i. The Hotel offers a complimentary airport transfer service, which is provided subject to availability and must be pre-booked in advance. The Hotel accepts no responsibility for any flights, connections, or onward travel arrangements missed by guests, howsoever caused.

ii. For guests using the airport transfer service:

a. The Hotel will take all reasonably practicable steps to collect guests promptly following the arrival of their flight. Where delays occur for reasons beyond the Hotel's control, the Hotel will not be liable for any additional costs incurred by the guest.

b. Transfer times provided by the Hotel are indicative only. The Hotel cannot be held responsible or liable for missed flights or delays resulting from traffic conditions, accidents, mechanical issues, weather conditions, or any other events outside the Hotel's control.

c. Where an incoming flight is delayed, the Hotel will make reasonable efforts to rearrange transport in order to minimise inconvenience. However, this cannot be guaranteed, and guests are requested to notify the Hotel as soon as possible in the event of any delay.

d. To ensure continuity of service, the Hotel may subcontract airport transfer services to third-party providers.

e. The airport transfer vehicle can accommodate a folded wheelchair however, for safety reasons, passengers must be able to transfer into a fixed vehicle seat for the journey, as the transfer vehicle is not suitable for passengers remaining seated in their wheelchair. Guests with mobility or accessibility requirements are encouraged to contact the Hotel prior to arrival so individual needs can be discussed and suitable alternative arrangements explored where reasonably possible.

f. Dakota Hotels can provide an approved child car seat on request, subject to availability. Whilst we will ensure any seat provided is maintained and fitted in accordance with the manufacturer's instructions, parents and guardians remain responsible for ensuring it is suitable for their child. Guests are welcome to bring their own child restraint if preferred.

iii. The Hotel reserves the right to withdraw or suspend the complimentary airport transfer service at any time without prior notice.