



TERMS AND CONDITIONS

Reservation Terms & Conditions

These terms and conditions apply to all bookings made to stay at Valentino's, whether made via our website, by email or over the telephone. They contain important information about your stay and we kindly ask that you read these carefully. If there is anything you would like to discuss regarding your booking or these terms and conditions, please don't hesitate to contact us.

WHO WE ARE

Valentino's is an Italian Restaurant with rooms. We are a small family based operation based in the centre of Ripon, North Yorkshire. Valentino's Ristorante 14- 16 Westgate, Ripon, HG4 2AT . Valentino's is operated by Valentino's Restaurant Ripon Ltd whose registered office is at Tattersall House, East Parade, Harrogate, HG1 5LT.

HOW TO CONTACT US

You can contact us by completing the form on the 'Contact' page of our website www.valentinosripon.co.uk, by telephoning 01765 604201 or emailing info@valentinosripon.co.uk

YOUR BOOKING REQUEST

Your booking will not be complete until you receive a confirmation email from us, at which point a contract will come into existence between you and us. We require credit or debit card details from you to confirm your booking. Where you have reserved a 'Prepaid' room your card will be charged with the non-refundable room rate when you make your reservation. Where you have made any other type of reservation, your card will not be charged unless one of the events specified below occurs, for example if you cancel your booking after the allotted time.

ADVANCE PURCHASE RATES

For advance purchase rates and special offer bookings must be paid in full at time of booking. These payments are non-refundable and non-transferable.

ACCOMMODATION OFFERS

All offers are subject to availability and cannot be used in conjunction with any other offer. Terms and conditions are subject to change. All offers are correct at time of publication, refer to the current rates valid and are for new bookings



only. Pre-booking is essential. Offers cannot be applied to gift vouchers or special/public events unless otherwise stated. In addition, the following apply:

Accommodation Offers:

All dates offered are subject to availability and can change on a daily basis. Offers will be based on double or twin occupancy unless otherwise stated. Bookings can only be made directly with the hotel unless otherwise stated. The offer rate quoted is an advance purchase rate and is paid in full at time of booking. No refunds, changes or transfers will be made.

CHANGING OR CANCELLING YOUR BOOKING

If you wish to make a change to your booking, please contact us. We will let you know if the change is possible and will send you a confirmation email with the new booking details if the change has been accepted.

We will do our best to avoid having to cancel your booking however, where necessary, we reserve the right to cancel your booking at any time. In such circumstances, we will provide you with a full refund and we will have no further liability to you in relation to the cancellation. In the event of over-booking, we will assist you with relocation to an alternative hotel.

If we cannot make the change you have requested or the consequences of making the change are unacceptable to you, you may want to cancel your booking. Your reservation confirmation email will stipulate the terms of your booking and the cancellation policy applicable to your reservation.

Cancellations must be made no later than 14 days prior to arrival. For this purpose, 14 days are calculated from 15:00 Current Local Time for London on the day of your arrival. Applicable cancellation fees will be charged to the card details you supplied to us at the time of making your booking. Please note that where a deposit has been paid, all deposits will be non-refundable. Pre-paid special offers are considered non-refundable and non-transferable.

This cancellation fee will also apply if you fail to arrive for your stay at Valentino's. A prepaid reservation will incur the entire stay charge. If you wish to cancel your booking, please contact us by telephoning or emailing reservations at info@valentinosripon.co.uk

CHECK-IN & CHECK-OUT



Time: Unless otherwise agreed bedrooms will be available from 3pm and we kindly ask that bedrooms are vacated for 11am.

Security:

In the interests of security and the prevention of fraud, we will ask you to confirm your identity by providing your passport, driving licence or other form of photo ID upon check-in.

Guests travelling from outside the UK:

If you are travelling from outside the UK, we are required by law to ask for your passport and the place of your next destination at the time of check-in. If you do not have your passport, we reserve the right not to honour your reservation. We will retain this record for a period of 12 months and we may disclose this to a police officer or other official as required by law. We are required to collect this information in relation to each member of your party over the age of 16 and we reserve the right to refuse entry to Valentino's to anyone who is unable to provide this information.

Guests under 18:

Please note that all guests under the age of 18 must be accompanied by adults during their stay. We reserve the right to refuse entry to Valentino's to anyone who is under the age of 18.

CHARGES

The price of your stay (which includes VAT) will be the price indicated when you make your reservation via the website, or as communicated to you if you place your booking by telephone or email. We will confirm the price of your stay in our confirmation email, so please double-check that when you receive it and let us know if you notice any abnormalities. Where there has been an obvious discrepancy between our room charges and the price stated on our website or otherwise communicated to you, we reserve the right to charge our correct room charges or to cancel your reservation.

Valentino's reserves the right to ask guests to provide a valid credit or debit card upon check-in. A credit card pre-authorisation may be taken upon arrival for the full room rate (unless the room rate has been paid in advance), excluding the deposit. You may be required to show the debit or credit card used to pay your deposit upon check-in. If the same card cannot be presented on arrival,



the reception team may need to refund the original charge and re-take the accommodation charges from a new card.

All charges incurred during your stay, for example food and beverage charges and any room charges which you have not paid for in advance, must be settled upon check-out, when you will have the option to provide a different method of payment should you wish. Please let us know before you check-out if you notice any abnormalities in any charges which have been assigned to your room as these cannot be rectified after departure.

YOUR STAY

During your stay, we ask that you comply with the following house rules:

Food & Drink:

Valentino's Restaurant is open from 5:30pm – 10pm Wednesday – Sunday. We advise booking into the restaurant upon reservation, we will do our best to accommodate you after this.

If you require and drinks in your room these can be pre purchased from the bar and will be delivered to the fridge in your room.

Breakfast is served from 8:00-9:30 am. If you require another time please ask we are a small family business and happy to help you.

Noise:

All guests are asked to respect our other guests and nearby residents when in their room, hallways, any other premises of the hotel or while in the surrounding area.

No Smoking:

No smoking is permitted inside Valentino's at any time, whether in your room or elsewhere. Valentino's has designated smoking areas on the Veranda. We reserve the right to charge the card you have used to secure your booking a reasonable fee in respect of specialist cleaning in the event we suspect smoking has taken place in your room(s) during your stay. We also reserve the right to terminate the remainder of your stay in the event that we find you have failed to comply with our smoking policy. If someone is found to be smoking in the room and trigger the fire alarm we reserve the right to charge an immediate



fee of £100 and £50 compensation to any other rooms inconvenienced in the hotel as well as the cleaning fee.

For full occupancy your fee would be £300 plus cleaning.

Animals & Pets:

No animals will be allowed at Valentino's

Children's Policy:

Children under the age of 3 sharing their parents' room are free of charge. Children aged between 3 and 15 years staying in their parents' room on rollaway beds are charged at £15 per child per night. Please note the only suitable rooms are the twin room on zip and link beds or the suite on the sofa bed.

Accidents:

Guests must report any accident or injury they or their guests may have whilst on the premises immediately to a member of management and in any event, within 24 hours of the incident. This information is needed in order to comply with health and safety obligations and for insurance purposes.

Inappropriate Behaviour:

We kindly ask that you respect other guests and Valentino's employees and refrain from any improper, violent or abusive behaviour and any illegal conduct at all times during your stay. We reserve the right to eject you from the premises and cancel the remainder of your stay in the event that you fail to respect this policy.

Damage:

We kindly ask that all guests respect Valentino's rooms and facilities. In the event that there is any damage to the room(s) during your stay or if any items are missing from your room(s) upon your departure, we reserve the right to charge the card you have used to secure your booking a reasonable fee in respect of such damage and/or missing items.

Parking: We are unable to take responsibility for your car or any belongings that are in your car whilst you are onsite. Please make sure that all valuables are removed from your car and stored in the safes provided.



DAMAGE & LOSS

We provide a safe in each room for the storage of personal items and all reasonable efforts are made to provide a secure environment. Nevertheless, the risk of theft, damage or loss of our guests' personal possessions cannot be eliminated entirely and we strongly advise you against bringing valuable items such as jewellery or large amounts of cash to Valentino's. Management reserves the right, in its sole discretion, to refuse to store any personal property of guests.

We shall not be liable to any guest for any loss, damage or injury suffered by our guests or to their property. However, this does not exclude or limit in any way our liability where it would be unlawful to do so, and which includes liability for death or personal injury caused by our negligence (or the negligence of our employees, agents or subcontractors) and for fraud or fraudulent misrepresentation.

YOUR PERSONAL INFORMATION

We will use the personal information you provide to us in accordance with our Privacy Policy and in line with GDPR regulations.

OTHER IMPORTANT TERMS

Force Majeure:

Valentino's will not be responsible and will not pay any compensation where we are prevented or delayed from performing our obligations due to an event beyond our reasonable control, including but not limited to flood, earthquake, mechanical breakdown, IT failure, fire, adverse weather conditions, acts of terrorism, gas, water or other utilities.

We may transfer this agreement to someone else: We may transfer our rights and obligations under these terms to another organisation. We will always tell you in writing if this happens and we will ensure that the transfer will not affect your rights under the contract.

If a court finds part of this contract illegal, the rest will continue in force: Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.



Even if we delay in enforcing this contract, we can still enforce it later: If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date. For example, if you miss a payment and we do not chase you but we continue to provide the products, we can still require you to make the payment at a later date.

Governing Law & Disputes:

These terms are governed by English law and you can bring legal proceedings in relation to these terms or your stay at Valentino's in the English courts. If you live in another country in Europe, consumer law and regulation may mean that you can bring legal proceedings the country within Europe in which you reside.

Alternative Dispute Resolution:

Alternative dispute resolution is a process where an independent body considers the facts of a dispute and seeks to resolve it, without you having to go to court. If you are not happy with how we have handled any complaint, you may want to contact the alternative dispute resolution provider we use. You can submit a complaint to the European Commission Online Dispute Resolution platform here.