

Terms & Conditions

1. General

- 1.1 Great North Hotel is operated by Malhotra Leisure Limited, a subsidiary of Malhotra Group PLC (the “Company”, “We”, “Us”).
- 1.2 When staying with us as a guest or visitor you consent to our standard terms and conditions contained herein.
- 1.3 The Company will not be held responsible for the damage or theft of personal belongings or valuables during your stay or while on the premises.
- 1.4 All sites operated by the Company are strictly non-smoking. The use of e-cigarettes are also prohibited on our sites and in particular, these premises. Where an individual is found to have been smoking or using e-cigarettes while in a non-smoking area, the Company reserves the right to charge a fumigation fee of up to £250.
- 1.5 If you or any of your party/guests cause any damage or loss of any kind to the hotel, other guests or their property then you shall be liable for the damage or loss howsoever caused including loss of trade arising from the damage or loss.
- 1.6 You hereby authorise us to charge your credit or debit card (used to secure or pay for the reservation) for any charges including damage, missing items, fines or loss of trade. In the event these sums cannot be recovered from your credit/debit card, all sums will become immediately payable and the Company reserves the right to recover all sums owed as a debt.
- 1.7 Any sums outstanding for 14 days or more will be subject to interest at the rate of 8%. The Company reserves the right to recover any and all costs incurred as a result of seeking to recover the above sums.

2. Evacuation Procedure

- 2.1 All guests staying at the hotel should familiarise themselves with the emergency fire procedures which can be found on the back of their room door.
- 2.2 For visitors and guests using hotel facilities only, in the event of an emergency situation they should follow verbal instructions given by members of staff.

3. Data Use

- 3.1 By consenting to these terms and conditions you agree that the Company may use the contact information provided to contact you during or shortly after your stay. The purpose of such contact would be to discuss the following specific matters:
 - 3.1.1 To discuss damage caused during your visit or stay at the hotel;
 - 3.1.2 To discuss the return of lost or forgotten items or belongings; or
 - 3.1.3 To discuss your visit or stay after becoming aware of an issue or complaint.
- 3.2 The data retained in accordance with *condition 3.1* above will never be used for sales or marketing purposes and will be deleted within 14 days of your stay.

3.3 All data and information obtained by the Company with your consent will be stored and disposed of in accordance with our Privacy Notice.

3.4 Consent for data retention relating to marketing and sales communications is given separately as part of the Company's booking process.

4. COVID-19

4.1 You must inform management if you have, or anyone you share a residence with, been in contact with any person suffering or suspected to be suffering from COVID-19 in the last 14 days.

4.2 You agree that you do not have any COVID-19 related symptoms such as a cough, runny nose, sore throat or breathing difficulty, temperature, or loss of taste/smell.

4.3 You are aware that your information may be processed for the purpose of COVID-19 screening and subsequent contact tracing where required. All records will be stored and disposed of in accordance with the Company's Privacy Notice.

Last Reviewed: 5 December 2022



GREAT NORTH HOTEL

