

Springtime Online Offer

This offer is for new bookings only and cannot be applied for bookings made on these dates prior to launch of the offer.

SMALL PRINT

These are the terms and conditions that apply when you reserve your accommodation with Stirling Court Hotel. Stirling Court Hotel reserve the right to amend these terms and conditions at any time.

YOUR BOOKING

To make a booking you must be at least 18 years old and accept these terms and conditions on behalf of all members of the party and accept responsibility to settle all outstanding balances.

If you are booking on-line please check that the details of your reservation are complete and accurate before you confirm your reservation. Stirling Court Hotel will not be liable for any delay or non-performance if you provide us with incorrect information.

We will confirm acceptance of your reservation by sending you an email to the email address that you provide during the sales process. The contract for your accommodation and any additional services added to your reservation will be formed when you receive the confirmation email from us.

Group Bookings

A booking of over 9 rooms is usually considered a group booking. If you wish to make a group booking please call our sales team on 01786 466000 or email stirlingvenues@stir.ac.uk. If you make a group booking additional terms and conditions will apply and will be issued to you at time of purchase.

ACCOMMODATION RATES AND PAYMENT

Rates

£59.00 per night for an overnight stay for two with welcome drink each on arrival, breakfast, and full use of facilities, or £85.00 per night for two with welcome drink on arrival, 2 course dinner, breakfast, and full use of facilities. All rates include VAT at the prevailing rate when your booking was made and are subject to change without notice.

Included as a welcome drink is: 25ml spirit plus draught mixer, bottled beer, lager or cider, draught pint of beer, lager or cider, 175ml glass of house wine, soft drink or hot drink.

High Chairs and Travel Cots (with bedding) can be hired at an additional cost of £10 per week. Guests are strongly advised to pre book prior to arrival. (These items are available for children under 2 years.)

Advance Purchase Rates

- All rates are advance purchase for non-group bookings.
- Full prepayment is required at the time of booking.
- This payment is non-refundable and cannot be exchanged for other reservation dates, accommodation, goods or services.
- Advance Purchase rates are better value than other more flexible rates as they cannot be refunded or transferred in the event of cancellation. You will require holiday insurance to receive your money back.

Methods of Payment

For on-line bookings Stirling Court Hotel accepts payment by credit/debit card only: Visa, MasterCard, Visa Delta and Maestro. Full pre-payment will be taken at the time of booking.

CANCELLATION

Advanced Purchase Rates cannot be refunded or transferred in the event of cancellation.

CHECK IN AND CHECK OUT

You can check in from 2pm on the day of arrival and check out is 10am on the day of departure, unless specific alternative arrangements have been agreed with Stirling Venues.

ACCESSIBILITY Most Stirling Venue accommodation has rooms which are adapted for guests with disabilities. Guests are requested to stipulate at time of booking, if disabled access is required.

ACCOMMODATION TERMS

1. You must not exceed the maximum occupancy for the accommodation allocated to you:
 - Stirling Court Hotel Double Room – maximum occupancy 2 adults or 2 adults and one child under 16 (depending on space available in the room)
 - Stirling Court Hotel twin room – maximum occupancy 2 adults and one child under 16 (depending on space available in the room)
2. No liability or responsibility is accepted by Stirling Court Hotel for the safety of or damage to or loss of the personal property of guests or other visitors or for the damage to or loss from their vehicles except to the extent that such liability may result from Stirling Court Hotel staff's negligence. This particularly applies where 'left luggage' is deposited in public areas within Stirling Venues properties.
3. Guests of each property will be liable for any loss or damage to Stirling Court Hotel property, with the exception of fair wear and tear.
4. Keys not returned at the end of the stay will be charge to the guest at the rate of £30 including VAT per key. Room cards not returned at the end of the stay will be charged at £10 including VAT.
5. Fire regulations require that maximum occupancy levels for accommodations must not be exceeded under any circumstances. Where it is found that maximum occupancy levels are being exceeded, Stirling Court Hotel reserves the right to insist that those in breach of maximum occupancy levels vacate the accommodation.
6. A no smoking policy is in operation throughout the hotel, including e-cigarettes. We ask all guests to use the designated smoking area located in the car park at the front of the hotel.
7. We regret that pets, other than Guide Dogs, are not allowed in Stirling Court Hotel.
8. All guests are requested to respect the feelings of other visitors to Stirling Court Hotel and not cause any unreasonable disturbance to our other guests or any staff.
9. Candles and similar burning or smouldering materials, lit or unlit, are forbidden in all Stirling Court Hotel bedrooms.
10. Guests are not permitted to carry out any alternations to accommodation during their stay.
11. Guests are required to allow Stirling Court Hotel housekeeping staff to gain access to their accommodation during their stay. Staff generally carry out their duties between 9am and 1pm however access may be required at other times.
12. You can check in to your room from 2pm on day of arrival. If you require an early check-in, please contact us in advance and we'll do our best to accommodate your request.
13. Check out is at 10am on day of departure. If you require a late check-out, please contact us in advance of your stay and we'll do our best to accommodate your stay. Charges may apply.
14. Should any difficulties arise in connection with your accommodation, please inform reception staff as soon as possible in order that the situation may be resolved quickly
15. You and the members of your party must not resell or transfer your reservation (or any part of it) nor advertise, market or otherwise offer Stirling Court Hotel accommodation for sale either on its own or as part of a combined offer. Stirling Court Hotel will not honour any reservations made in this way and does not accept any liability for doing so. If you are a Tour Operator and wish to book rooms at a Stirling Venues accommodation you should contact stirlingvenues@stir.ac.uk

16. If you or your party cause damage or loss of any kind to Stirling Court Hotel, other guests or their property, you (as the person making the booking) will be responsible for that damage or loss and you shall be liable to pay Stirling Court Hotel on demand the amount required to make good or remedy such damage or loss.
17. If you or your party cause damage to the venue, other guests of the property, or otherwise breach any of these terms and conditions, Stirling Court Hotel reserves the right to:
 - cancel your reservation with immediate effect and (if appropriate) eject you from Stirling Venues premises
 - retain all sums paid by you
 - refuse future reservations from you and/or refuse you entry or accommodation at any of our venues.
 - Stirling Court Hotel will not be liable for any refund or compensation in such circumstances.

GENERAL

The Contract

Stirling Court Hotel sells all accommodations and extras to you subject to these terms and conditions. A contract is formed between Stirling Court Hotel and you when we confirm your reservation/we issue you with a confirmation number for your accommodation and extras (if applicable). No other person shall have any rights to enforce any of its terms, whether under the Contracts (rights of third Parties Act) 1999 or otherwise. No booking shall be binding on Stirling Court Hotel until we issue you with a confirmation number.

Statutory Rights

If you are a non-business customer you have certain rights under consumer protection legislation. Nothing in these terms and conditions is intended to affect those rights.

Data Protection

We process information about you that you provide when making a booking and/or upon check in at our venues in accordance with our data protection policy. By providing this information you consent (on your behalf and on behalf of each member of your group) to such processing and you warrant that all information provided by you is accurate.

Stirling Court Hotel Liability If for any reason out with Stirling Court Hotel control, we are unable to provide the reserved accommodation or, indeed offer a suitable alternative, any monies will be refunded in full.

We do not accept liability for failure to meet any of our obligations where such failure is due to events beyond our reasonable control.

If we breach these terms and conditions for reasons within our control we shall only be liable for losses that are the direct losses and a reasonable foreseeable consequence of the breach.

Stirling Venues shall not be liable whether in contract, tort (including negligence) or for breach or statutory duty, or in any other way, for any indirect or consequential losses including: Loss of income, sales or revenue; loss of business; loss of profits or contracts; loss of data; loss of reputation and/or goodwill; wasted management or office time; business interruption; loss of anticipated savings

Where Stirling Court Hotel is liable to you (save as prohibited by applicable law) our maximum liability to you whether in contract, tort (including negligence) or for breach of statutory duty shall in no event exceed the price of your reservation unless the Hotel Proprietor's Act 1956 applies, in which case our liability will be limited to the maximum prescribed under that Act.

Law

These terms and conditions, their subject matter and formation (and any non-contractual disputes or claims) are governed by Scottish Law.

Changes to Terms

Stirling Court Hotel reserve the right to change these terms from time to time. The terms applicable to your Booking are those in force on the date of Booking (or amendment, as applicable).