

Booking Terms and conditions for Customers

- Bookings can be made by emailing reservations@heritagesuites.co.uk or by telephoning 01484 489320 by persons aged 18 years or older.
- All bookings must be made by credit card or debit card. Payments can be made on arrival with a debit card but details will be kept should any further charges be incurred. We are unable to accept cheques.
- If booking on a company account (which must have been set up prior to visiting) a purchase order number will be required.
- Check in is from 3pm and departure is 11am. Earlier check-ins or later check-outs may be available subject to prior request and availability.
- Cancelling later than 12 noon on the date of arrival will incur a charge for one nights stay
- All public areas and apartments at Heritage Lofts are Non Smoking. Apartments that have been smoked in will automatically carry a £100 charge.
- Lost fobs will be charged at £10 and lost keys will be charged at £20 excluding VAT. Reception should be informed immediately should these items be lost for security reasons.
- VAT is included in the price of the room, but no meals are included, unless otherwise stated.
- In the event of malicious, wilful or negligent room or other property damage, Heritage Lofts Ltd will charge the amount of any loss sustained by Heritage Lofts Ltd, including business interruption, to the debit/credit card of the registered customer. If the payment cannot be taken, Heritage Lofts Ltd will pursue the matter through the civil courts.
- For security reasons, only guests that are booked in are allowed access to the apartments after 10pm.
- In the event that Heritage Lofts receives a complaint regarding Noise levels from your suite, you may be asked to vacate the apartment
- The Suites are not intended as a venue for social gatherings, parties or any other such events. Each Suite has a maximum occupancy level, which if exceeded, you will be subjected to a penalty charge of £100 and it may lead to your immediate removal from the premises. The maximum occupancy for each apartment is:
 - 1 Bedroom - 2 people
 - 1 Bedroom with sofa bed – 4 people
 - 2 Bedroom suite – 4 people
 - 2 bedroom suite with sofa bed – 6 people
- Where a cot has been supplied, the maximum occupancy will be increased to include a child under the age of 5
- Heritage Lofts reserve the right to refuse any reservation

These terms and conditions have not been authorised by our solicitors and are therefore subject to change