

The following terms and conditions are governed by English law, and are subject to the jurisdiction of the English courts. By booking through **Superweekend**, you agree to be bound by these terms. It must be understood that those booking by email, telephone, or online accept the booking terms and conditions. All participants must be at least 18.

The person making the booking will be considered the group leader: The group leader has the authority to deal with us on behalf of every member of the group. The group leader is responsible for collecting all monies from the group, and must accept final responsibility for the actions of all other group members and make them aware of all terms and conditions. A bond may be taken from each group member upon arrival at the hotel, which will be returned at the hotel's discretion once it is satisfied that no damage or inconvenience has been caused by the group. Every person in the party will be held jointly and severally liable for any damage to property and for any legal cost incurred in defending or pursuing such a claim.

The hotel will not be liable for any loss or damage to the property of clients except within the constraints of the hotel proprietor's act 1956. In the case of any loss of or damage to property, this must be reported first to the duty manager, and then to the police, immediately.

Any on-site conditions, instructions or house rules must be adhered to: **All of our suppliers have the right to terminate without notice your activity or stay due to any behaviour deemed inappropriate by them. In this case, you will not be entitled to any refund. We accept no liability for any misadventure that occurs while any of your group is under the influence of drink or drugs.**

We will not be liable to you or any other person for losses which are reasonably foreseeable and any other losses other than those caused by our negligence. This is the sole agreement between you and *supweekend* and cannot be varied apart from agreement of both parties, confirmed in writing.

Price & Payment

Prices may vary depending on factors such as seasonal variations in demand. Any example prices shown on the website are for illustrative purposes only. The actual price will be as quoted, depending on requirements, and will be confirmed in writing.

Cancellation

All cancellations must be received in writing. Within 14 days before the date of arrival no refunds are available. Over 14 days from the date of arrival you will lose your non-refundable deposit only.

Booking Changes

Due to circumstances beyond our control, it may be necessary for us to amend or cancel your booking. If this is the case then we may offer you a replacement of similar or higher value, or a replacement of lower value and a refund of the difference. You may then accept the proposed change, or cancel with a 100% refund. No refund will be paid if the reservation cannot be provided because of force majeure events.

Content

All hotels are subject to availability and subject to change. Any hotels shown on the website are for illustrative purposes only; if they are full for your requested dates then we may book you into an alternative of the same or better standard. We may also offer you alternative accommodation with different facilities in order to meet your requested dates. In the unlikely event that our suppliers' terms or availability change after you have made a booking, we will do everything in our power to ensure that you suffer as little disruption as possible.

Complaints

In the event of any complaint, you must notify the supplier of the service as soon as possible, and also notify us within 3 working days. If you fail to notify both parties within 3 working days of the complaint occurring then we will not be responsible for the complaint. If the complaint is not dealt with to your satisfaction before you return home, you must make a complaint in writing to be received no later than 7 days after the last night of your stay, otherwise we will not be responsible for the complaint. We will not be held liable for any aspect of the event failing.

Privacy Policy

The information that you provide us with will be stored on computer. We may send you information about new offers which may be of interest to you. If you do not wish to receive these then please email us at info@superweekend.co.uk

THANK YOU FOR CHOSING SUPERWEEKEND