

Terms and Conditions – The Small Print

Please read these Terms & Conditions carefully.

Engaging with any Mercer Hotel website (www.florencehousehotel.co.uk, www.somersethousehotel.co.uk, www.stattonshotel.co.uk, www.number4hotel.co.uk, www.florencesuite.co.uk, www.florencegardens.co.uk, www.theclarecehotel.co.uk, www.theflorencearmssouthsea.co.uk, www.themerccercollection.co.uk) means you agree with the Terms and Conditions detailed below which form the basis of your contract with us.

Please print copy of this Agreement for your records as it may occasionally be updated.

1. Making a booking

By making a booking you are confirming that you are authorized to do so on behalf of all persons named in the booking and you are acknowledging that all members of your party agree to be bound by these Booking Terms & Conditions.

When your booking has been made a confirmation will be sent to you by email using the email address that you have supplied. You should carefully check the details of your confirmation as soon as you receive it. We cannot accept responsibility for inaccurate information you have supplied.

We cannot accept liability for any inaccuracies that are not brought to our attention within 30 minutes of issuing your confirmation.

We reserve the right to refuse the booking of any guest(s)

2. Paying for your booking

As a measure of fraud prevention you will be required to enter the three digit Card Verification Value (CVV) printed on the back of your credit or debit card when making a booking online. In certain circumstances you may be asked to produce the same card as you used on reservation at the hotel - if this presents a problem you must contact the hotel before arriving.

All prices include VAT tax at the prevailing rate at the time a payment is made.

3. VAT Invoice

A VAT invoice will be provided at the hotel on departure.

4. Price changes

We reserve the right to increase or decrease the price of unsold nights at any time. The price of your stay will be confirmed when your booking is made and, with the exception of any errors, we will not increase this price once it has been confirmed. We reserve the right to correct any errors in advertised and confirmed prices and will do so as soon as we become aware of an error. We will notify you of any price discrepancies relating to your booking should they arise, but we strongly advise you to check that the final price of your booking is correct before making your final confirmation.

5. Amendments to your booking

You should notify us of any amendments to your confirmed booking by telephone as soon as possible. Amendments are subject to availability and those made outside the cancellation period (see below) may be subject to cancellation charges.

6. Cancellations

Please refer to your individual confirmation. These terms are adhered to at all times and exceptions to cancellation policies cannot be made for any reason.

7. Cancellations and changes

In the unlikely event that the hotel is unable to accommodate a confirmed reservation it may be necessary to offer an alternative of an equal or a superior standard. If at any time we need to make changes that will significantly affect your stay or we need to cancel your stay, we will tell you as soon as possible, offering a suitable alternative. This does not apply to minor changes or events during your stay, resulting from unusual or unforeseeable circumstances beyond our control.

We cannot be held responsible for cancelling your booking as a result of your failure to comply with any requirement of our Booking Terms & Conditions, and we cannot be held liable for any expenses, costs or losses incurred by you as a result of any change or cancellation.

If a guest or a member of your party behaves in a way that causes or is likely to cause danger, upset or distress to a third party or to hotel or guest property, we are entitled, without prior notice, to curtail the stay and request that the person(s) concerned leave the hotel. No refunds or return travel arrangements will be made and we will not pay any expenses or costs incurred as a result of such a curtailment.

8. Additional Requests

All additional or special requests are subject to availability and we cannot guarantee the provision for special requests. Any additional requests made should be prior to your arrival at the hotel, giving reasonable advance notice.

9. Medical conditions

If you or any member of your party has a medical problem or disability which may affect your stay, please call Reservations to advise us so that we can make provision for the particular needs of the person(s) concerned, or advise you if we are unable to make such provision. If details are not provided to us at the time of booking, the hotel reserves the right to cancel the booking should it be unable to make appropriate provision for a specific need or needs.

10. Circumstances beyond our control

We cannot accept responsibility for unforeseen circumstances beyond our control. These include (but are not limited to) adverse weather conditions, fire, riot, war, terrorist activity (or threat of such activity), industrial dispute, natural disaster, or injuries and death of an individual(s) through accidental circumstances unconnected with the hotel.

By making a booking you are accepting responsibility for any damage or loss caused by yourself or a member of your party. Full payment for any such damage or loss must be paid to the hotel owner or manager on demand. If you fail to do so, you will be responsible for meeting any claims subsequently made (together with our own and the other party's full legal costs) as a result of your actions.

11. Complaints

If you are dissatisfied with any aspect of your stay you should bring the problem or issue to the attention of the duty manager at the hotel as soon as possible so that all reasonable efforts can be made to rectify the situation. If for any reason the issue cannot be resolved to your satisfaction you should put it in writing and send it to info@themerccercollection.co.uk. Any complaints arising out of your stay at the hotel that are not brought to the attention of the hotel during your stay are unlikely to receive the same level of attention if made retrospectively.

Complaints brought our attention will normally receive a response within 48-72 hours.

12. General Information

All prices include VAT tax at the prevailing rate at the time a payment is made.

Best Price Guarantee: Our Best Price Guarantee is applicable to all guest room reservations at made through our website. We guarantee, that for any hotel reservation, you will always receive the best rate available to the general public on the World Wide Web or anywhere else for your choice of hotel and room type. For full terms & conditions, please visit the website.

Accommodation: As a minimum, all bedrooms feature a private en suite bathroom, television, tea/coffee making facilities and direct dial telephone. Virtually all bedrooms feature facilities in addition to those stated above.

Breakfast & Dinner: Bed & breakfast prices include a full, traditional breakfast, unless otherwise stated. Dinner, bed & breakfast prices include breakfast as outlined above and a 3-course meal at The Florence Arms. Room only rates do not include any meals.

Checking-in: Your room(s) will normally be available after 3pm. If you plan to arrive later than 7pm, please advise the hotel directly by calling the number given on your booking confirmation.

Parking: There is free parking for each guest.

Pets: Guests are liable for any damage caused by their dog. We do not accept cats.

Taxes: All prices include VAT tax at the prevailing rate at the time a payment is made.

Tourist attractions: To avoid disappointment you should check the seasonal and/or daily opening times of any tourist attractions prior to travelling to the hotel or the attraction concerned.

Accuracy of information on this website: Whereas we endeavour to ensure the information contained within this website is as accurate as possible, there will inevitably be instances where information may be incorrect or out of date. It is always advisable to check specific details that may be relevant to your booking prior to making that booking. For example, information relating to regional or local attractions is intended for your general information and any changes to such attractions or facilities are beyond our control. We reserve the right to amend or remove information at any time and do not accept responsibility for keeping copies of any amended or deleted information.

13. Insurance

It is your responsibility to ensure that any insurance cover you have provides adequate cover for your needs and for the duration of your stay.

14. Our liability to you

We accept liability for, and totally restricted to, services booked via the Mercer Collection websites in accordance with the Booking Terms & Conditions current at the time of booking. We cannot accept any other form of liability.

We do not send unsolicited email communications and we do not sell, exchange or trade email addresses to or with third parties.

Reservations: In order to guarantee your reservation you will need to provide us with specific personal details relating to that reservation. Your details will be used only for the purpose of handling that reservation and will be provided to the hotel in which you are staying for that specific purpose.

When making a reservation you will be transferred to a secure (SSL) server in order to provide credit or debit card information.

When you make a reservation we will use your email address for the purpose of fulfilling that reservation. This will include sending you an email to confirm your reservation and may include additional communication should we need to contact you regarding specific requirements or a cancellation. If you choose to opt-in to our mailing list during the booking process, then we will store the contact details that you have provided so that we may fulfil your request for future communication.

Enquiry forms: Information you provide to us using an enquiry form on the website is used only for the purpose of fulfilling that enquiry.

15. Third party websites and viruses

The Mercer Collection cannot be held responsible for the accuracy, content, or availability of information about our hotels or our organisation that may be found on third party websites. Neither are we responsible for the content or privacy policies of any third party websites that have links to or from our websites.

Attempts to interfere with the operation of our website, by whatever means, or any attempt to place an unreasonable or disproportionate load on our website or server infrastructure is prohibited.

In the event of our website failing to operate, either in whole or in part, due to infections by computer viruses, bugs, tampering, unauthorized intervention, fraud, technical failures or any other causes beyond reasonable control, we reserve the right in our sole and absolute discretion to prohibit usage of our site and to cancel, terminate, modify or suspend the site.

16. Copyright (c) The Mercer Collection. All rights reserved

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It is illegal to use any spy wares, robot, spider or other automatic device, or manual process to track or copy the site or the contents or information without our prior express written consent, apart from the recognized major search engines such as Google & Yahoo MSN. The use of any such material from our websites on any other Web, Internet, intranet, extranet or other site or computer environment is strictly prohibited.

Information on our site is intended for your reference only. If you have any specific queries you should contact the group direct.

The Mercer Collection nor any party involved in creating, producing or delivering this site shall be liable for any damages arising out of any access to, use of, or inability to use this site.

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