

The Psalter Hotel Terms and Conditions

Welcome to The Psalter! We are committed to providing you with a pleasant stay. Please review the following terms and conditions, which outline our policies and procedures for bookings, cancellations, and general conduct during your stay.

1. Reservations and Bookings

1.1. Booking Confirmation

All reservations are subject to availability and must be confirmed with a valid credit card. A booking confirmation will be sent via email upon successful reservation.

You must be at least 18 years old to make a reservation. Those under 18 years old are not permitted to stay unless a parent or guardian is also staying in the hotel.

1.2. Rates

Rates are per room, per night, and include the amenities specified at the time of booking. Rates are subject to change without notice until a reservation is confirmed.

1.3. Check-in and Check-out

- Check-in time is 4PM.
- Check-out time is 10 AM. Early check-in or late check-out requests are subject to availability and may incur additional charges.

2. Payment Policy

2.1. Deposit

A deposit may be required at the time of booking to secure your reservation. The amount will be specified during the booking process.

2.2. Payment Methods

We accept the following payment methods: Mastercard, Visa, Visa Electron, VPay, Maestro, American Express, Apple Pay and Google Pay.

3. Cancellation and Refund Policy

3.1. Flexible Rate Bookings

- Reservations made under a flexible rate are fully refundable if cancelled at least 72 hours before the scheduled check-in time.
- Cancellations made less than 72 hours before check-in will incur a penalty equivalent to the full cost of the stay.

3.2. Non-Refundable Rate Bookings

- Reservations made under a non-refundable rate cannot be cancelled or refunded. The full amount of the stay will be charged at the time of booking.

3.3. No-Show Policy

Failure to arrive on the scheduled check-in date without prior notice will result in the forfeiture of the reservation and any payments made.

4. Amendments to Bookings

4.1. Changes to Reservations

Requests to modify reservations (e.g., changes to dates, room type) are subject to availability and may incur additional charges. Please contact our reservations team to make amendments.

5. Guest Conduct

5.1. House Rules

Guests are expected to behave in a manner that respects the comfort and privacy of other guests. Disruptive behaviour may result in eviction without refund.

5.2. Smoking Policy

Smoking is prohibited within the hotel premises. A cleaning fee of £200 will be charged for smoking in non-designated areas.

5.3. Pet Policy

Pets are not allowed in the hotel with the exception of assistance animals. Please note dogs are permitted within our restaurant and bar areas.

6. Liability and Damages

6.1. Guest Belongings

The hotel is not responsible for loss or damage to personal belongings.

6.2. Damage to Property

Guests will be held responsible for any damage to hotel property caused by themselves, their guests, or any members of their party.

6.3. Room key charges

Any room keys taken from the hotel and not returned are liable to a £50 replacement fee.

7. Privacy Policy

7.1. Personal Information

The hotel respects the privacy of its guests and will only collect and use personal information as outlined in our Privacy Policy.

8. Governing Law

8.1. The contract

This contract formed when we confirm your reservation is between you and us. 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.

8.2. Your 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.

8.3. Our liability

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 direct losses and a reasonably foreseeable consequence of such breach.

Save as prohibited by applicable law, we shall not be liable whether in contract, tort (including negligence) or for breach of statutory duty, or in any other way, for any indirect or consequential losses including:

loss of income, sales or revenue;

loss of business;

business interruption;

loss of profits or contracts;

loss of anticipated savings;

loss of data;

loss of reputation and/or goodwill; or

wasted management or office time.

Where we are 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.

These terms and conditions are governed by the laws of United Kingdom. Any disputes arising from these terms will be subject to the jurisdiction of the United Kingdom Courts.

9. Severability

If any part of these terms and conditions is deemed invalid, illegal or for any reason unenforceable then that part will be deemed deleted and will not affect the validity and enforceability of the remaining parts. Any failure by us to enforce our rights or remedies under these terms and conditions or otherwise shall not be construed as a waiver by us of those or any other rights or remedies.

All rights not expressly granted in these terms and conditions are reserved.

10. Contact Information

For any inquiries or assistance, please contact us at:

- Phone: 0114 349 6956
- Email: reception@psaltersheffield.co.uk
- Email: reception@psaltersheffield.co.uk