

## **Welcome to BookHotels.NG!**

These terms and conditions outline the rules and regulations for the use of BookHotels.Ng's Website, located at BookHotels.Ng.

By accessing this website we assume you accept these terms and conditions. Do not continue to use BookHotels.Ng if you do not agree to take all of the terms and conditions stated on this page.

The following terminology applies to these Terms and Conditions, Privacy Statement and Disclaimer Notice and all Agreements: "Client", "You" and "Your" refers to you, the person log on this website and compliant to the Company's terms and conditions. "The Company", "Ourselves", "We", "Our" and "Us", refers to our Company. "Party", "Parties", or "Us", refers to both the Client and ourselves. All terms refer to the offer, acceptance and consideration of payment necessary to undertake the process of our assistance to the Client in the most appropriate manner for the express purpose of meeting the Client's needs in respect of provision of the Company's stated services, in accordance with and subject to, prevailing law of Nigeria. Any use of the above terminology or other words in the singular, plural, capitalization and/or he/she or they, are taken as interchangeable and therefore as referring to same.

### **BOOKINGS & RESERVATION**

Customers can request Bookings via BookHotels.NG website or by contacting our HELPLINE

When requesting Bookings, Customers will be required to provide identification information including, but not limited to, their name, address, contact telephone number and email address.

No request for a Booking should be deemed to be accepted unless and until BookHotels.NG confirms its acceptance and provides a booking reference.

BookHotels.NG will use its reasonable endeavours to accommodate any request from the Customer to change the Booking Details but any request to change the dates or length of stay will be subject to availability and the Customer paying for such increased length of stay.

### **FEES AND PAYMENT**

The Reservation Charges will be as quoted by BookHotels.NG to the Customer upon the Customer's request for a Booking.

Unless otherwise agreed by BookHotels.NG, the Charges only cover the provision of accommodation at the Hotel and the Customer may incur additional charges including, without limitation, charges for meals, room service and wireless internet access (the "Additional Charges").

Customers will be informed of the amount of the Additional Charges before they are incurred.

The following payment methods are accepted by BookHotels.NG

Credit and Debit Cards

Visa and Mastercard.

Cash or Credit or Debit Cards, if the Customer is paying in person at the Hotel.

## **CANCELLATIONS**

All individual bookings made before stay date into BookHotels.NG affiliated hotels are subject to a flexible booking clause whereby bookings can be rebooked for any date before the stay day. Please note that any modification to existing reservations will be subject to availability and any rate difference.

Where the Customer has been offered a discounted rate on condition that the Booking becomes non-refundable upon cancellation then, provided the Customer has been informed of such Condition, in the event of cancellation or modification of the Booking, all Charges applicable to that Booking remain payable in full.

Where the Customer fails to give sufficient notice of cancellation or fails to arrive (no show) at the Hotel, the entire Booking will be deemed cancelled.

BookHotels.NG may at any time cancel a Booking if the Hotel becomes unavailable due to circumstances outside BookHotels.NG's control in which case we will offer the customer the option to rebook for the future at no additional charge.

BookHotels.NG may at any time cancel the Booking if the payment provided by the Customer is invalid and the Customer fails to provide alternative.

## **CHECK IN AND CHECK OUT**

Check-in time at the Hotel booked is from 12noon. Check-in prior to 12noon. may be available subject to prior arrangement with BookHotels.NG and subject to the full range of services and facilities at the Hotel not being available until the standard check in time.

Check-out time at the Hotel booked is 1130am next day of stay. Later check-out times may be possible by prior arrangement with an additional charge and subject to availability (In the absence of such prior arrangement, failure to check-out by 1130am may result in the Customer being charged for an additional night's accommodation at the standard applicable rate).

## **HOTEL RULES**

Hotel might require a Valid photo identification in the form of a Driver License or Passport is required at check-in..

Customers are required to conduct themselves in a reasonable and responsible manner at the Hotel and must not act in any way which may disturb other guests. Failure to adhere to this requirement may result in Guests being asked to leave the Hostel in which event all Charges and Additional Charges shall become immediately payable by the Guest.

Smoking may not permitted inside the Hotel and only in the designated smoking areas.

Dogs or other pets may not be allowed in private rooms Please contact the hotel directly for more information. Dogs are NOT allowed in shared rooms or our public areas.

BookHotels.NG does not accept bookings made by those under the age of 18. Under 18's cannot stay in any rooms alone, however they can stay in private rooms when accompanied by an adult over 18 years. If you're between 16-18 and want to stay in a private room, you'll need written consent from your parent or guardian. Failure to adhere to this rule will result in automatic Cancellation with no refund given.

## **FOOD AND DRINK**

Unless otherwise agreed by BookHotels.NG, the Charges on our website do not include any food or drink.

## **DISABLED GUESTS**

BookHotels.NG complies with all laws regulating the treatment of, and provision for, disabled Guests.

Customers with any special requirements pertaining to a disability should inform our HELPDESK prior to the Arrival Date.

## **PERSONAL DATA**

The Customer hereby consents to BookHotels.NG collecting of the Customers personal data such as name, surname, email address, and other informations.

The personal data is used by BookHotels.NG for the performance of the Contract for reservation. BookHotels.NG has the right to share your personal data with its partners for reservation purposes only.

As a customer of BookHotels.NG, you agree to receive marketing information via mail, telephone, or e-mail and text messages, and other digital channels..

Personal information may be disclosed to Nigerian authorities only when it is required by law or official order.

## **GROUP BOOKINGS**

Booking of 10 people or more will be considered as group bookings.

Special group terms and conditions will apply. Please contact our group reservations team for more information:

groupbookings@bookhotels.Ng