

## **Our Terms & Conditions - Last updated March 2023**

These Terms and Conditions (T&C's), which may be amended from time to time, apply to all our services directly or indirectly made by us online, through any mobile device, by email or by telephone. By accessing our service and/or by completing a reservation booking form, you acknowledge and agree to have read, understood and agreed to the terms and conditions set out below (including our privacy statement).

These T&C's and the online reservation service provided by us through the website are owned, operated and provided by Convenus LLP and any third party branded services provided by us.

### **Explanation of terms we use**

Convenus LLP a limited liability Partnership incorporated in England & Wales -  
Registration number: OC 308621

"Platform" means the system on which the Service is made available owned, controlled, managed, maintained and/or hosted by Convenus LLP ( including any other branded services operated by us.

"Service" means the online reservation service of hotel bedrooms, meeting rooms and packages and services as made available by Providers on the Platform.

"Provider" means the provider of accommodation (e.g. hotel, apartment, bed & breakfast) available for reservation on the Platform or other services as described.

### **Our Service**

Through our Platform, we provide an online system through which Providers can advertise their products and service for reservation, and through which visitors of the Platform can make such reservations (i.e. the reservation service).

By making a reservation and using our service, you enter into a direct (legally binding) contractual relationship with the Provider with which you make a reservation or purchase a product or service (as applicable). From the point at which you make your reservation, we act solely as an intermediary between you and the Provider, sending the details of your reservation to the relevant Provider(s)

and sending you a confirmation notification email for and on behalf of the Supplier.

When providing our Service, the information that we disclose is based on the information provided to us by individual Providers including their legal T&C's, facilities, descriptions, amenities and services. Providers are fully responsible for providing up to date rates, availability and other information which is displayed on our System. Although we will use reasonable skill and care in performing our Service, we cannot be held responsible for any errors (including manifest and typographical errors), any interruptions (whether due to any (temporary and/or partial) breakdown, repair, upgrade or maintenance of our System or otherwise), inaccurate, misleading or untrue information or non-delivery of information. Each Provider remains responsible at all times for the accuracy, completeness and correctness of the provided information (including the rates and availability) displayed on our System. We do not recommend or endorse any particular Provider and rely on good faith that the information provided to us is correct and relevant to the service being provided .

The information provided by us in fulfilling our service is confidential and must not therefore be used, replicated or copied by anyone for the purposes of offering an alternative service.

### **Room Cost and Availability Guarantee**

The prices on our System are supplied by the Provider and are guaranteed to be available until the Release Date is reached ( usually 28 days prior to event or booking date) together with a guaranteed number of rooms that are also confirmed as available until the release date. All room prices are per room per night charged. A summary of your entire stay will be provided on the Booking Form should you proceed with your booking. All prices displayed include VAT/sales tax and all other taxes (subject to change of such taxes), unless stated differently on our System or the confirmation email. Applicable fees and taxes (including tourist/ city tax) may be charged by the Supplier in the event of a no-show or cancellation fee. Applicable taxes may be charged by the accommodation in the event of a no-show or cancellation fee. Please review the individual T&C's shown for each Provider and accept these before proceeding with your booking.

We may on occasion offer special rates for a specific stay, product or service, however, these rates made available by Providers may carry special restrictions and conditions, for example non-cancelable and non-refundable. Please check

the relevant product, service and reservation conditions and details thoroughly for any such conditions prior to making your reservation.

When you make a hotel booking, you agree to pay the cost of the booking value including any charges and taxes that may apply. A confirmation number is required to be issued by the hotel to accept and complete your booking - at which time a direct contract is created between the hotel provider and you the guest subject to the hotels individual T&C's as stated on the booking page and notifications.

Obvious errors and mistakes (including misprints) are not legally binding. As an example of this : if you book a night in a hotel room that was mistakenly offered for a very low price then your booking may be cancelled and anything you've paid, including any deposits refunded to you.

## **Privacy Policy**

Conventus LLP respects your privacy. Please check our **privacy and policy** for further information. Click [HERE](#)

Your Credit card or other sensitive information will not be transmitted by email by us to any Provider. Each Provider is given a unique and secure ID , Username and Password to access our secure online booking portal, where they can retrieve all relevant information to complete your reservation request and issue a confirmation number. After the event has completed and your booking paid for we will delete all confidential information that is no longer relevant.

**We will never ask you to email your credit card details.**

## **Charges and costs**

Our service to you is free of charge. we do not charge for our Service or add any additional (reservation) fees to the rate.

Providers pay an agreed commission to us but only after the guest has stayed at (and paid) the hotel or Provider of the Service. No additional fees are added to your booking total such as "Booking or Admin Fees"

## **Cancellations and no-shows**

By making a reservation with a Provider, you accept and agree to the relevant cancellation and no-show policy of that Provider. The individual cancellation and no-show policy of each Provider is shown clearly on our System on the Booking Form, during the reservation procedure and in the confirmation email. These policies must be accepted by you to enable the reservation request to be completed and submitted. Cancellation and payment policies may vary according to Provider. Please carefully check the individual T&C's on the booking form and tick the acceptance box if you are happy to proceed with your reservation.

If you wish to review, change or cancel your reservation, please use the link in the confirmation email and follow the instructions for the correct procedure. Please use your individual Booking Reference for this action.

Please add any special requirements that you have by using the "Message to Hotel" box which will be sent to the Provider with your reservation request. Please note that it is the responsibility of the Provider to provide and fulfil any such request which cannot be guaranteed or enforced by Convenus LLP.

## **Confirmations and communications**

By completing a booking, you agree to receive a notification of reservation email which we will send you immediately upon booking. A further confirmation email will be sent as soon as the Provider confirms your booking and provides a Confirmation Number. This number is the reference when dealing with the provider.

Please use this Confirmation number in all communications made directly with the Provider ( Hotel etc)

For all other communications with us please use the unique ID shown on your booking notification.

In order to duly complete and secure your reservation, you need to use your correct email address. We are not responsible or liable for (and have no obligation to verify) any wrong or misspelled email address or inaccurate or wrong (mobile) phone number or credit card number.

Any claim or complaint against Convenus LLP or in respect of the Service must be promptly submitted, but in any event within 30 days after the scheduled day of completion of the reserved service.

We will always do our best to assist you in your booking but if anything goes wrong or you have a query or complaint please contact us using the published contact details on the first instance to enable us to help you as quickly as possible. Please provide us with your name, booking reference number and the hotel that you have booked.

These terms are governed by the law in England & Wales where we are registered.

**For all enquiries please contact us directly at:**

**Conventus LLP**

3 St Birinus Road

Salisbury, SP5 2LE

United Kingdom

Tel: 00 44 01722 742603

email: [info@conventus.com](mailto:info@conventus.com)

**Last updated March 2023**