

easyHotel Terms & Conditions

These terms and conditions apply solely to accommodation and services booked in hotels operated and branded as easyHotels. They do not apply to any other hotels booked through the easyHotel worldwide partner, Booking.com, where separate terms and conditions apply.

1. General

(a) Your contract for accommodation is with the company which operates the hotel which will provide the accommodation. easyHotel UK Limited, a company registered in England and Wales with the registered number 05018910 and whose registered address is easyHotel House, 80 Old Street, London, EC1V 9AZ, is the franchisor and agent. easyHotel UK Limited also trades, and is referred to below, as "easyHotel" or "easyHotel.com". easyHotel's email address is info@easyHotel.com

(b) These are the terms and conditions that apply to your contract with easyHotel UK Limited. These are supplemented by the terms and conditions of the specific easyHotel where you have booked accommodation and services and which are listed on the easyHotel.com website (together "the Terms & Conditions"). Please read the Terms & Conditions carefully as you will be legally bound by them once you have made a booking with us.

(c) In the Terms & Conditions "we", "us" or "our" means easyHotel (including, where appropriate, our easyHotel operators, employees, agents, and suppliers and all relevant insurers) and "you" means the person who has made a booking for an easyHotel room. References to a "room" or "accommodation" include any "optional extras" you buy.

2. Reservations

(a) All room reservations, amendments, or cancellations must be made online at www.easyHotel.com ("the Website").

(b) Full payment for your accommodation must be made at the time of booking. All bookings must be charged to a valid credit or debit card and will be charged to that card when the booking is made or against your customer account credit balance with us. As part of your booking, you will be required to provide details of a credit or debit card. If you have not booked with us before, you will be asked to register your details with easyHotel, which will open a customer account in your name ("the Account"). All payments for bookings made by you will be shown as debits to your Account. For clarity references to 'Account' means your easyHotel customer account.

(c) After your booking has been completed and submitted, you will receive an e-mail from us acknowledging your booking. Your booking constitutes an offer to us to "buy" a room. All bookings are subject to acceptance by us and our confirmation of your booking constitutes our acceptance of your offer. This is when the contract between us ("Contract") is formed.

(d) The Contract relates only to the room or rooms whose booking has been confirmed in accordance with paragraph 2(c) above. You must present the booking confirmation on check in at the easyHotel where you have made your booking.

(e) All bookings are subject to availability until the Contract is formed in accordance with paragraph 2(c) above.

(f) Guests must be able to show photo identification such as a passport or drivers licence or a valid credit or debit card when checking in.

3. Amendments and Cancellations

(a) A charge of £10 ("the Charge") will apply if you amend or cancel your booking after it has been confirmed by us as a penalty for failing to comply with the requirements of the contract for accommodation.

(b) Cancellations or amendments to your booking must be completed before 3pm on the day prior to your original check-in date. You cannot cancel a booking after this time. Any credit arising as a result of an amendment or cancellation will be credited to your easyHotel Account minus the Charge. If you cancel or amend your booking after 3pm on the day before your original check-in date, you will not receive any credit for the first night of your booking. If your booking was for more than one night, your easyHotel Account will be credited (in the currency you paid in) for the amount you paid for any subsequent cancelled night(s), minus the Charge.

(c) Once you have checked in to your easyHotel you cannot amend or cancel the related booking. Should you wish to check out before your scheduled departure date, you must advise the hotel before 3.00pm on the day prior to your new check out date. In such an event we will credit the cost of the night(s) cancelled to your easyHotel Account, minus the Charge.

(d) If you do not arrive at the easyHotel to which your booking relates by 10am on the morning after the first night of your booking, you will not receive any credit to your easyHotel Account for the first night of your booking. All subsequent nights of your booking will be automatically cancelled and the amount you paid for them credited to your easyHotel Account minus the Charge.

(e) An easyHotel Account credit can be used as payment for future easyHotel bookings but must be used within 12 months of the date of the amendment or cancellation to which it relates.

(f) All bookings are accepted by us in good faith. Should we be unable to provide you with a room that you have booked, whether because of the events set out in clause 14 below or otherwise, we will use all reasonable endeavours to find alternative accommodation nearby which is of a similar standard at no extra charge.

(g) In the unlikely event of a room being unavailable for you under clause 3(f) or if the room offered is not acceptable to you, we will credit your easyHotel Account with the price you have paid for your easyHotel booking (either in full or on a pro rata basis, whichever is appropriate) without deduction of a Charge. You will be responsible for paying all other additional charges for extras at any alternative accommodation offered to you.

4. Price

(a) Room prices shown on the Website are per room per night and exclude an administration charge but include local taxes, e.g. VAT at the prevailing rate, and are payable in the currency displayed. The price will be as quoted except in the case of obvious error.

(b) The price of the room is dependent on a variety of factors. Room rates may vary by night at the same location. Once a booking is confirmed by us, the price for that room will not be altered unless the booking is amended or cancelled.

5. Administration charge

An administration charge based on booking currency is charged per stay at a fixed rate per stay. This charge is associated with handling the administrative side of each booking and is charged at a fixed amount independent of booking method and payment mechanism. The administration charge is not included in the quoted Price of a room as it will remain unchanged regardless of how many room nights are booked.

6. Special needs

Should you require a room for persons with special needs or should you have a disability assistance dog, please let us know at the time of booking. Contact details for each easyHotel are provided on the respective individual easyHotel pages. When booking a room intended for a person with special needs, during the booking process you will be required to confirm that such booking is intended for a person with special needs that precludes him/her from staying in any other room type. If you book a room of this type and the person for which it is intended does not have such special needs, at check-in we reserve the right to charge you any price differential at the prevailing rate, allocate you alternative accommodation or refuse you accommodation and you shall not be entitled to any refund.

7. Room types

(a) easyHotel rooms vary by type and have slight variations. During the booking process, should the room you require not be available, then an alternative will be displayed. Please ensure that your booking reflects your requirements.

(b) All easyHotel rooms will be cleaned and have the bed made on your arrival. Should you require housekeeping services during your stay, these are available at a charge. Details are available on the respective individual hotel pages.

8. Luggage Storage

Please check the relevant respective easyHotel information pages for luggage storage facilities and charges.

9. Check in and out times

All easyHotels operate an arrival and check out policy which requires you to arrive after 3pm on the first day of your stay and to check out by 10.00am on the last day of your stay.

10. Damage & Behaviour

You must take all reasonable precautions to avoid damage or interference with any items belonging to us. Guests are requested to bring any damage to our hotel or property to our immediate attention. Malicious, wilful, or negligent damage or interference to our hotel or property will be regarded as a breach of these bookings terms and conditions and we will terminate your booking. We will contact you after your stay to recover the costs for any repair, replacement or specialist cleaning we incur if you damage our hotel or property. We may also instruct a third party to recover these costs on our behalf. If you request it, we will send a breakdown of these costs to the address used for the booking.

We reserve the right to charge guests the cost of replacing any items that are removed from the premises by them without consent. The charge will be the full replacement amount of the missing item, including any carriage charges. Should the fact that the item is missing come to light after the guest has departed, we reserve the right to make a charge to the guests credit / debit card, or send an invoice for the amount to the registered address.

We reserve the right to take action against any guest found to have tampered / interfered with any fire detection equipment throughout the hotel, including detector heads in public areas and bedrooms, break glass points and fire extinguishers. Guests found to have tampered with any fire detection or fire fighting equipment will be charged with any costs incurred by the hotel due to their actions and additionally may be asked to leave the hotel. Depending on the severity of the guest actions, the Police may become involved at the hotel's discretion. Should the fact that fire fighting or detection equipment had been tampered with come to light after the guest has departed, we reserve the right to make a charge to the guests credit / debit card, or send an invoice for the amount to the registered address.

It is the hotel's policy that all our guests have the right to be treated with dignity and respect and as a responsible host we believe that we have a duty to our guests to protect them from inappropriate behaviour. Should any actions by a guest be deemed inappropriate by a member of staff, or if any inappropriate behaviour is brought to the attention of a member of staff, the hotel reserves the right, after any allegations have been investigated, to take action against the guest. Depending on the severity of the guest actions, the Police may become involved at the hotel's discretion, or guests may be asked to leave the hotel.

We and/or easyHotel UK Limited may pre-authorise your credit or debit card and hold pre-authorised details on a PDQ terminal and you consent to us and/or easyHotel UK Limited debiting such amounts for which you are responsible as a result of any damage caused to your easyHotel room by you during your stay. These amounts may be debited from your card without prior notification. Should the pre-authorise fail, easyHotel reserves the right to cancel your booking without notice.

11. Smoking

Smoking is not permitted in any easyHotel other than in designated smoking areas outside the hotel. You must not smoke in any of our hotel rooms or public areas or interfere with our fire detection systems. If you do so this will be regarded as a breach of these booking terms and conditions and we will terminate your booking and if necessary refer the matter to the authorities. We will contact you after your stay to recover any costs incurred due to smoking inside the hotel. The costs we incur include our costs for specialist cleaning, repair or replacement of damage by you to our property, the cost of the room for any period it is unusable and our administration expenses. We may also instruct a third party to recover these costs on our behalf. If you request it, we will send a breakdown of these costs to the address used for the booking.

12. Pets

Certain hotels allow pets at an additional charge of £10 per pet per night. Pets need to be under guest supervision at all times including in the room and public areas. Guest must take all necessary precautions to avoid damage to any items belonging to us. Guests are requested to bring any damage to our hotel or property caused by the pet/s to our immediate attention. Malicious, wilful or negligent damage arising as a result of your pet/s will be regarded as a breach of these booking terms and conditions and we will terminate your booking. We will contact you after your stay to recover the costs for any repair, replacement or specialist cleaning we incur if you pet/s damage our hotel or property. We may also instruct a third party to recover these costs on our behalf.

13. Limitation on liability and law

(a) We are responsible for losses you suffer as a result of a breach of the Terms & Conditions by us if the losses are a foreseeable consequence of our breach. Losses are foreseeable where you and/or we could contemplate them at the time the Contract between you and us was formed. Neither we nor the operator of the easyHotel that you have booked are responsible for indirect losses that are not foreseeable by you or us or the operator (such as loss of profits or loss of opportunity).

(b) This does not exclude or limit in any way our or the operator's liability:

(i) for death or personal injury caused by our or the operator's negligence;

(ii) under Section 2(3) of the Consumer Protection Act 1987;

(iii) for fraud or fraudulent misrepresentation; or

(iv) for any matter for which it would be illegal or unlawful for us to exclude, or attempt to exclude, our liability.

(c) Whilst we make every effort to ensure that the material contained on the Website is accurate, we do not warrant or represent its accuracy and disclaim to the maximum extent permitted by law all warranties expressed or implied by statute, custom or usage relating to the information contained in the Website.

(d) We shall have no responsibility for any loss of, or damage to, any of your property left in your easyHotel room during your stay unless such loss or damage was directly caused by the negligence of the operator of the easyHotel where you are staying.

(e) These Terms & Conditions are drafted in the English language. If they are translated into any other language, the English language text shall prevail in the event of a conflict. All other documents provided under or in connection with these Terms & Conditions shall be in the English language, or accompanied by a certified English translation. If any such document is translated into any other language, the English language text shall prevail unless the document is a constitutional, statutory or other official document.

(f) The laws of England and Wales shall apply to this Website, the Terms & Conditions, any Contract between you and us and any dispute or claim arising out of them or in connection with them or their subject matter (including non-contractual disputes or claims) and any determination of those and any court proceedings relating to them shall be subject to the non-exclusive jurisdiction of the courts of England and Wales.

14. Data Protection

easyHotel UK Limited will retain all personal information which you provide through the Website in accordance with the Privacy Policy set out on the Website.

15. Intellectual Property

The trade marks used on this Website are owned by easyGroup IP Licensing Limited. You may download or use the material on the Website for your own non-commercial, private use. Otherwise, the material may not be reproduced, published, distributed, amended, downloaded or otherwise used unless you have obtained easyHotel UK Limited's express prior written permission.

16. Statutory Rights

If you are a consumer nothing in the Terms & Conditions shall amend or affect your statutory rights.

17. Events outside our reasonable Control

Neither we nor the operator of the easyHotel to which your booking relates is liable or responsible for any failure to perform, or delay in performance of, any of our obligations under a Contract if such failure or delay is caused by events outside our reasonable control and which are not due to our fault. Such events include, but are not limited to, strikes, terrorist attack, natural disaster and impossibility of use of telecommunications networks.

18. Waiver

If we fail to insist on strict performance of your obligations or if we fail to exercise any rights or remedies available to us, this will not be a waiver of such rights and remedies.

19. Entire Agreement

The Terms & Conditions constitute the whole agreement between you and easyHotel. By entering into this agreement, you acknowledge that you have not relied on, and shall have no right or remedy in respect of, any statement, representation, assurance or warranty other than as expressly set out in the Terms & Conditions.