

Terms of Booking

28 York Place

Version 1.0
Effective July 2026

General

1. By confirming your reservation with us you are agreeing to these terms and conditions.
2. The lead guest making the booking must be at least 18 years of age.
3. We reserve the right to cancel your booking at the manager's discretion.
4. We reserve the right to refuse entry to, or remove from the premises, any guest whose behaviour is unreasonable, abusive, or under the influence of alcohol or drugs, or who causes a disturbance to other guests. No refund will be given in these circumstances.
5. In the event that any property or fixtures are damaged wilfully or negligently by any member of your party, we reserve the right to charge you in full for any costs incurred in making good those items.
6. We accept no liability for any personal belongings lost or damaged in 28 York Place.
7. Lost property will be held for 30 days. Any item that remains unclaimed after this period will be disposed of or donated to charity at our discretion.
8. All areas are non-smoking. Smoking within the premises will incur a £250 standard charge to the card used to guarantee your booking. Ashtrays can be found outside the main entrance where smoking is permitted.
9. Pets are not permitted in 28 York Place, with the exception of registered assistance dogs.
10. Parking is not available at 28 York Place.
11. Rates include VAT at the prevailing rate, unless otherwise stated. We reserve the right to correct any obvious error in a quoted price.
12. We take your privacy seriously and handle your personal information in line with our Privacy Policy, which is available on request and on our website.
13. If you have any concerns during your stay or event, please raise them with a member of the management team as soon as possible so that we have the opportunity to put things right.

14. We accept no liability for any failure to provide our services caused by circumstances beyond our reasonable control, including but not limited to fire, flood, severe weather, power failure, industrial action, or government restrictions. We advise that you ensure sufficient travel insurance is in place prior to booking.
15. These terms and conditions are governed by the law of Scotland.

Accommodation Bookings

16. Full payment is required prior to arrival in all circumstances. A valid card must be provided on your booking. Where a valid card is not provided we will endeavour to contact you, but reserve the right to cancel your booking without notice.
17. No booking is considered confirmed without a valid confirmation.
18. Under the Hotel Proprietors Act, persons under the age of 18 must be accompanied by an adult.
19. Check-in is from 3pm and check-out is by 11am. Early check-in and late check-out may be available on request and may be subject to an additional charge.
20. A room may only be occupied by the number of guests booked and paid for.
21. Cancellation terms are set out in your confirmation. Pre-paid reservations will be fully chargeable in the event of changes or cancellation. In the event of a no-show your reservation will be fully chargeable. We advise that you ensure sufficient travel insurance is in place prior to booking.
22. Breakfast is not included in your rate unless stated on your booking confirmation.
23. If we are unable to accommodate you for any reason, we will make every effort to find alternative accommodation of the same standard, or provide a full refund for any advance payments made.
24. Discounts are offered to members of the emergency services and armed forces. You must book directly with 28 York Place and not through an online travel agent, and show appropriate ID on arrival, to be eligible.
25. If you book through an online travel agent (such as Booking.com or Expedia) you may only make changes directly with that agent. We will be unable to amend reservations which are not made directly with 28 York Place.

Event Bookings

26. Terms and conditions for events will be as agreed with you at the point of booking. Payment of a deposit constitutes acceptance of those terms.
27. Deposits are non-refundable unless otherwise stated in your booking agreement.
28. Final numbers, menu choices and any special requirements must be confirmed by the date set out in your booking agreement. Charges will be based

on the final confirmed numbers or the actual numbers attending, whichever is greater.

29. A security deposit or card pre-authorisation may be required in advance of your event. Any damage, additional cleaning, or costs incurred as a result of your event will be charged in full.

30. All catering must be provided by 28 York Place. Outside caterers are not permitted.

31. Any external supplier engaged for your event, such as entertainers or decorators, must be agreed with us in advance. Valid public liability insurance and PAT testing certificates must be provided to us no later than 14 days before your event.

32. You are responsible for the conduct of your guests throughout your event. All licensing conditions, including those relating to the bar and the premises licence end time, must be observed at all times.