

UNION JACK CLUB - TERMS AND CONDITIONS

Only Members and Authorised Users are permitted to make a reservation. On entry to the Club you will be required to prove your identity and present documentary evidence of your entitlement to use the facilities of the Club.

If you do make a reservation, and you are subsequently denied entry to the Club because you are found to be ineligible, then the normal policy of the Club is that any payments made will be non refundable.

1. PAYMENT

- a. A deposit of one night for each booking is required to guarantee the reservation. On designated Special Days (e.g. London Marathon, Trooping the Colour, Remembrance Weekend, New Year's Eve /Military Events/ Sporting Events) payment for the whole period will be required.
- b. The rate quoted is that of the current year. If your reservation is for next year or beyond you will be charged the rate that is current on your arrival date.
- c. Prices quoted are inclusive of VAT at the current rate and will be subject to alteration should the rate of VAT change before the arrival date.
- d. Should the reservation be for more than one night, full payment for the remainder of the stay must be made on arrival in Sterling by cheque, cash or major credit cards.
- e. To protect your privacy, credit and debit card transaction are processed using a secure connection.

2. AMENDMENT and CANCELLATIONS

- a. To amend or cancel a reservation contact us on 0207 902 6000 or email at abo@ujclub.co.uk quoting the reference number given in our confirmation. Note that the Club does not accept liability for non receipt of any amendment or cancellation sent by email or fax.
- b. If you cancel a designated Special days (as above paragraph 1a) this will require more than 5 days' notice before your arrival for your payment to be returned to you less an administration charge. If you cancel within 5 days of your arrival your payment is non-refundable.
- c. If you cancel you reservation more than 24 hours before your arrival your deposit will be returned to you less an administration charge. If you cancel within 24 hours of your arrival your deposit is non refundable.
- d. If your reservation is for more than 1 day, and you do not arrive for the first night, your deposit is non-refundable.

3. AMENDMENT AND CANCELLATIONS BY THE CLUB.

- a. Should the Club, for reasons beyond its control, need to change the type of room reserved then it will use all reasonable endeavours to offer you alternative comparable facilities at no additional cost or liability. In this case you may accept the alternative facilities or decide to cancel and accept the return of the deposit paid in advance.
- b. The Club reserve the right to cancel a reservation if it is believed that the booking might prejudice the reputation of the Club or normal expected standards of behaviour are not met whilst in the Club. In these instances the Club will retain all monies paid to date and issue a further account to you for any additional charges incurred.

4. GENERAL

- a. You shall indemnify the Club, its employees and other guests against any loss, damage or liability incurred by you.
- b. The Club is not liable for any loss and damage to the property owned by you. You are advised to arrange adequate insurance cover. Safe deposit boxes are available at Reception.
- b. Privacy: no personal details will be passed on to a third party.