

Guest:

Suite:

Notes:

**BY MAKING A BOOKING FOR A STAY AT THE INN AT GRAYBARNES YOU AGREE TO BE BOUND BY THE FOLLOWING TERMS AND CONDITIONS. PLEASE READ THEM CAREFULLY BEFORE YOU PROCEED WITH YOUR BOOKING.**

## GENERAL

Your contract is with GRAYBARNES LLC and its franchisees, associates, related companies, subsidiaries and affiliates.

The general terms and conditions herein together with the Privacy Policy, Bookings & Cancellations Policy, Fee Schedule & Inn Schedule and Add-Ons available on the GRAYBARNES website (collectively, as may be varied, amended and/or supplemented from time to time, these "Terms and Conditions") and the booking confirmation issued by GrayBarnes confirming your booking ("Booking Confirmation") shall constitute a legally binding contract between you and GrayBarnes and shall be further supplemented by the internal rules and regulations that apply specifically to the Inn. .

In these Terms and Conditions, the words "we" or "us" means GrayBarnes and its employees, officers, agents, suppliers and vendors, and use of the words "you" or "guest(s)/Guest(s)" means any and all persons for whom an Inn room is booked.

## BOOKINGS

Bookings may be made online at [www.graybarnes.com](http://www.graybarnes.com) (GRAYBARNES website), or over the phone.

50% deposit must be made at the time of booking. We accept payment by most major credit cards. The available payment options are displayed during the booking process on our GrayBarnes website. A payment processing fee may apply.

Once your booking has been successfully completed, a Booking Confirmation will be issued in respect of each room booked and sent to the email address provided in your registered account. You MUST produce your Booking Confirmation(s) upon check-in at the Hotel, together with your original valid photo identification document (national registration identity card, passport, driver's licence or other identification card). If you do not receive your Booking Confirmation(s) within twenty-four (24) hours from the time of booking, please contact us via the GrayBarnes website.

The 'Guest' named in the Booking Confirmation must be the person staying at the Inn otherwise we reserve the right to cancel the booking.

At all times during the booking process, you will be advised to ensure the accuracy of your booking details (guest details, stay dates, room types, room rates, number of guest(s), Add-Ons). GrayBarnes will not be responsible or liable for errors in booking details.

Bookings are accepted subject to room availability.

## ROOM RATES

Room rates shown on the GrayBarns website are charged on a per room per night basis. Meals and Add-Ons are not included.

Room rates may or may not include service tax, service charge and/or other similar charges or tax. These will be charged at the prevailing rates and are payable in US currency. Room rates and details are correct at the time of publication and are subject to change without notice.

## GRAYBARNs INN ROOMS

GrayBarns rooms are all king suites with max 2 person occupancy,

### The following amenities are available in our rooms:

- Room service, telephone, television, alarm clock, wardrobe, bathrobe, air-conditioning, room safe, soap, towels, mini-bar, tea or coffee making facilities

GrayBarns practices a strict **NO SMOKING** policy in all GrayBarns property premises ("**Non Smoking Policy**"). Smoking is prohibited in any part of the Inn premises including but not limited to Inn rooms. Failure to comply with this policy shall entitle us to terminate your booking and stay at the Inn at our sole discretion and you must leave the property immediately without compensation or reimbursement. You shall be liable for any costs, loss or damage to the Inn room, premises or property, or incurred by Inn guests or third party, arising from your failure to comply with this policy. GrayBarns reserves the right to charge you for any such costs, loss or damages incurred by GrayBarns or any Inn guests or third party.

## RESTRICTIONS

You may not bring the following into our Hotels:

- Pets or livestock
- pillows, bed sheets, duvets or other items of bedding
- any electrical appliances and/or equipment for heating and/or cooking purposes

GrayBarns reserves the right to remove and/or confiscate any of the above items found in any Inn room immediately without notice to you and to charge you for any costs incurred for taking such action or for any loss or damage caused to the Inn room, premises or property or to any Inn guests or third party as a result of your failure to comply with this policy.

GrayBarns further reserves the right to ask you to leave the property and remove your belongings from the room immediately if we shall, in our sole opinion, deem that you have used the Inn room in an irresponsible manner or in a manner that will compromise the safety of, or cause damage and/or harm to the Inn room, the Inn premises, the other Inn guests, our staff or any other persons or the reputation of GrayBarns, without any compensation and/or any reimbursement to you.

## CHECK-IN AND CHECK-OUT

GrayBarns operates a strict check-in and check-out policy. **Check in is at 3:00PM. Check out is at 11:00AM**

### Check-in

Booked rooms will be held for check-in until 9:00 am the following day of the scheduled check-in date, after which the booking will be deemed cancelled upon no-show and GrayBarns shall be entitled to release the booked room(s) for the remaining stay dates to other guests. No refunds will be provided for the cancelled booking.

### Check-out

**If you check-out beyond 11:00am,, GrayBarns reserves the right, without further notice to you, to charge you an additional one (1) night's stay at the then prevailing room rate or remove your belongings into the luggage storage facility (luggage storage charges may apply) and deny you further access into the room. GrayBarns shall not be liable for any loss or damage to your belongings as a result of the action(s) taken.**

## CHANGES AND CANCELLATIONS

### Changes

Change of Guest name on your booking is allowed if made three (3) full days or more before check-in date.

### Cancellations

Other than change of Guest name, all bookings **must be modified or cancelled 10 days in advance for full refund**. Any booking cancellation or failure to arrive on the scheduled check-in date will be treated as a no-show in respect of a booking and will result in the total payment under that Booking Confirmation (including any Add-on charges together with any applicable tax paid) and will be forfeited.

Please phone us directly for any changes.

## DAMAGE

You are liable for any damage howsoever caused to the allocated room(s) or to the Inn premises or property caused by you or any persons in your party (whether or not staying at the Inn) during your stay. GrayBarns reserves the right to retain your credit card and/or debit card details and charge or debit such amounts as it shall in its sole discretion deem fit on the said card(s) to compensate or make good the loss, damage, costs or expenses incurred or suffered by GrayBarns as a result of the aforesaid. Regardless, GrayBarns further reserves the right to commence legal proceedings against you without notice.

GrayBarns reserves the right to access your room for housekeeping every 24 hrs.

## RIGHT TO REFUSE ACCOMMODATION

GrayBarns reserves the right to refuse accommodation to you or any person(s) without any notice and terminate any booking without being liable for any refund or compensation for the following reasons:

- the booking has been paid through fraudulent means

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| <ul style="list-style-type: none"> <li>the booking has been altered by anyone other than GrayBarns or GrayBarns' authorised agent or has been tampered with or the Booking Confirmation has been defaced (in which case GrayBarns reserves the right to retain such booking documentation)</li> </ul> |
| <ul style="list-style-type: none"> <li>the person checking in is not or cannot prove that he/she is the person named in the Booking Confirmation</li> </ul>   |
| <ul style="list-style-type: none"> <li>as permitted under the provisions of these Terms and Conditions</li> </ul>   |

## LIMITATION OF LIABILITY

GrayBarns is responsible for providing the room(s) stated in the Booking Confirmation(s) and according to these Terms and Conditions. We do not accept any liability for failure to provide the services contracted or any of them due to circumstances beyond our control.

To the extent permitted by law, GrayBarns does not accept any liability arising out of any occurrences beyond its control including but not limited to acts of terrorism, acts of God, flood, war, strikes, riot, theft, delay, cancellation, civil disaster, government regulations or changes in itinerary or schedule (collectively, "**Force Majeure**").

Without affecting any statutory consumer rights or other laws that cannot be lawfully excluded or limited, GrayBarns will not be liable for loss of any kind whatsoever arising out of, caused by, attributable to or resulting from your booking, use of the GrayBarns website or stay at the Inn even if caused or contributed to by GrayBarn's negligence, wrongful act / omission or breach of these terms and conditions or breach of duty or otherwise.

All activities have inherent risks to health and safety and GrayBarns will not be responsible for any eventualities related to any activities or services booked through the GrayBarns website or during your stay at the Inn. Courtesy bicycles are used at your own risk and the Inn and related parties are not responsible for any unfortunate outcomes as a result.

GrayBarns will not be responsible for any loss or damage of property left in Guest's room and/or the Inn property at all times. Guests are advised to obtain insurance to cover curtailment, and loss of luggage, personal effects, damages, personal injury and money/valuable belongings.