



The Halston Carlisle – Booking Terms & Conditions

1. General

1.1. These terms and conditions apply to all **apartment and hotel-style room bookings**, event reservations, and gift vouchers at **The Halston Carlisle**, located at **20-34 Warwick Road, Carlisle, Cumbria, CA1 1AB**.

1.2. By making a booking with **The Halston Carlisle**, you confirm that you have read, understood, and agree to these terms.

1.3. The Halston reserves the right to amend these terms at any time without prior notice.

1.4. These conditions shall be governed by and construed in accordance with **the laws of England**, and the **Courts of England** shall have exclusive jurisdiction over any disputes.

1.5. If guests are in breach of any of these conditions, The Halston reserves the right to **terminate their stay immediately** without refund and request that they vacate the premises.

2. Accommodation Bookings

2.1 Booking & Confirmation

- The Halston offers a selection of **luxury serviced apartments** located **within the main building** and **hotel-style rooms and apartments within the townhouses**.
- The **townhouses** are separate from the main building, **just a few steps away**, and do **not have lift access**. Guests requiring accessibility assistance should book **accommodation within the main building**.
- Restrictions may apply, including but not limited to **minimum-night stays** and **age restrictions**; these will be advised at the time of booking.
- The Halston reserves the right to **refuse any booking** at its discretion.
- All **guest names and contact details** (including adults and minors) must be provided at the time of booking.
- Upon receipt of the **booking confirmation and invoice**, guests must check the details carefully. The Halston accepts no liability if an error is not reported immediately.

- If an error is discovered in the booking confirmation or invoice, The Halston reserves the right to **correct it** as soon as it becomes aware.

2.2 Group Bookings

- A **group booking** is defined as **four or more apartments or rooms booked together for similar dates**.
- Special conditions may apply, including **different cancellation policies**, which will be advised at the time of booking.

2.3 Published Rates & Promotional Offers

- All rates are quoted in **Pound Sterling (£), per apartment or room per night, including VAT** at the current rate.
- Rates are subject to **availability** and may change without notice.
- Any **errors in pricing** identified at the time of booking may be corrected, and guests will be informed.
- Promotional rates are **non-refundable and non-transferable** unless otherwise stated.

2.4 Payment Policy

- A valid **credit or debit card** is required to **secure all reservations**.
- A **£100 deposit** is taken at the time of booking.
- The remaining balance is **payable on arrival**, unless stated otherwise in the booking confirmation.
- The **refund policy** aligns with the **cancellation policy** in **Section 2.5**.

2.5 Cancellation & Refund Policy

- **Free Cancellation:** Cancellations made **at least seven (7) days** before arrival will receive a **full refund** of the deposit.
- **Late Cancellation / No-Show:** If you cancel **within seven (7) days** of arrival, or fail to check in, the **full cost of the reservation** will be charged.
- **Refunds (where applicable)** will be processed within **7-10 working days**, subject to banking policies.
- Cancellations must be **confirmed in writing via email** to **info@thehalston.com** and are **not valid unless acknowledged** by our reservations team.

2.6 Long-Stay Bookings

- Long-stay rates apply to bookings of **30 nights or more**.
- **Full payment** for each **30-day period** must be made **one month prior to arrival**.
- Long-stay bookings are **non-refundable**, and no refund will be issued for early departure.

2.7 Check-In & Check-Out

- **Check-in:** From **3 PM** onwards.
- **Check-out:** By **11 AM**.
- Late check-out until **12 PM** may be requested, subject to availability.
- Check-outs **after 12 PM** will incur a **full night's charge**.

2.8 Pre-Authorisation Policy

- A **£100 pre-authorisation** is required upon check-in on a valid **credit or debit card**.
 - **American Express is not accepted** for pre-authorisations.
 - Failure to provide a valid pre-authorisation will result in **cancellation of your booking** with cancellation charges applied.
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3. Guest Responsibilities & House Rules

3.1 Smoking & Damage Policy

- **All rooms and public areas are non-smoking.**
- A **£100 cleaning charge** will apply if smoking occurs inside the apartment or room.
- Guests must leave their accommodation in a **reasonable condition**.
- Any **damage, loss, or excessive cleaning** required will be charged to the guest's payment method.

3.2 Lost Property

- Items will be kept for **3 months** before disposal.
- The Halston does not accept liability for **lost, stolen, or damaged property**.

3.3 Dogs & Pets

- **Dogs are permitted in designated dog-friendly rooms only** and must be **pre-booked** by contacting **reception**.
- A **nightly charge applies**, payable at the time of booking.

3.4 Parking at The Lonsdale Halston Car Park

- **The Lonsdale Halston Car Park** is located **adjacent to the hotel** and provides convenient parking for guests.
 - **Charges apply** for parking, and guests should contact **reception for current pricing**.
 - All vehicles are left **at the owner's risk**, and The Halston accepts no responsibility for **loss, damage, or theft** of vehicles or personal belongings left in cars.
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4. Data Protection & Privacy

4.1 Compliance with UK GDPR

- The Halston is committed to protecting your privacy and ensuring compliance with the **UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.**

4.2 Use of Personal Data

- Personal data collected when making a booking is used to:
 - Manage reservations
 - Process payments
 - Communicate with guests regarding their stay
 - Comply with legal and security requirements

4.3 Data Security & Third Parties

- The Halston does not share guest information with third parties unless required by law or when necessary for processing a service (e.g., payment providers).
- Personal data is stored securely and is not used for marketing without guest consent.

4.4 Your Rights

- Guests have the right to request **access, correction, or deletion** of their personal data.
- To exercise these rights, contact **info@thehalston.com**.

5. Contact Information

 **The Halston Carlisle**
 **info@thehalston.com**
 **01228 210240**
 **thehalston.com**