

# **ABHotels Gift Vouchers**

## **Terms and Conditions of Sale**

### **Purchase**

1. A contract for the sale of any Gift Voucher does not exist between you, the customer, and the merchant, AB Hotels Ltd, unless the merchant accepts your orders through a confirmation email stating that payment has been received in full and confirming your details.
2. This confirmation is deemed as an acceptance of your offer to buy gift voucher(s) from AB Hotels and will be deemed for all intents and purposes to have been effectively communicated to you at the time AB Hotels Ltd send the confirmation (regardless of whether or not you have received the confirmation)
3. As the customer, it is your responsibility to immediately check that the details stated in the confirmation sent to you are correct. It is also your responsibility to print it and keep a copy of it.
4. AB Hotels Ltd shall take payment from you by credit or debit card (Visa, Visa Electron, Mastercard, Solo, and Maestro).
5. By providing your payment details, you assume responsibility for the accuracy of your details, that the credit or debit card you indicated in your order are your own and that there are sufficient funds to cover the purchase of the Gift Vouchers you ordered.

### **Use of the Voucher**

1. AB Hotels Gift Vouchers may be used in the spa, country club, restaurant, brasserie, bars and bedroom accommodation at Sopwell House and Five Lakes Resort.
2. It is not necessary to be a registered guest to use the gift voucher.
3. If you are a registered guest, you may charge goods and services to the room by presenting the voucher at the front desk at check-in or check-out. If you are a non-registered guest, you must present the voucher at the time of purchase. The total charges will be reduced by the face value of the gift voucher.
4. Credit must be established at check-in by presenting a valid form of payment, which may include presenting this voucher.
5. The gift voucher is issued by and is the property of AB Hotels Ltd. It is not redeemable for cash. Change will not be given on a gift voucher presented as payment for goods and services. This voucher is void and will not be honoured if sold for cash or other consideration.
6. You may use the gift voucher as part payment for goods and services of a higher price than the value of the voucher, on payment of the difference
7. You may use the gift voucher for all publicly listed and available room rates and packages, but cannot be used for convention, group, travel industry, tour or advance purchase rates.
8. The gift voucher is not replaceable if lost, stolen, destroyed or expired.

9. This gift voucher is transferable when gifted.
10. Any tax liability, including disclosure, connected with receipt or use of this voucher is the recipient's responsibility.
11. The gift voucher may not be resold or auctioned online.
12. The gift voucher is valid for 18 months from the date of issue.
13. AB Hotels reserves the right to refuse voucher use if voucher presented is deemed not valid. Only valid vouchers will be accepted as full or partial payment. An email or printed confirmation of voucher purchase will not be accepted as proof of voucher validity.

## **Delivery**

1. AB Hotels will process your order within 2 working days from its receipt provided that it is received before 3:00 pm. Processing time for orders received after 3:00 pm will be counted starting on the next working day.
2. Order stage to delivery may take between 1-4 days depending on the delivery method you selected. Please note that this can take longer during busy holiday periods.
3. Our delivery methods are as follows:
  - a. UK Recorded Delivery – standard Royal Mail Recorded delivery service. Despatched within two working days from receipt of order and should be received within the next working day from despatch but this is not guaranteed. It will require a signature from the recipient. Please make sure that you or the recipient will be available to sign for the delivery. Cost £0.00
  - b. UK Special Delivery – standard Royal Mail UK Special delivery service. We will aim to despatch within 24 hours (weekdays only) from receipt of order although this is not guaranteed particularly on busy holiday periods. If not despatched within 24 hours from receipt of order, it will be despatched within 2 working days. You will be notified of despatch date by email. Guaranteed next day delivery (Mon-Fri) from date of despatch. This will be recorded by Royal and requires a signature from the recipient. Please make sure that you or the recipient will be available to sign for the delivery. Cost £4.50
  - c. Airmail – standard Royal Mail Airmail delivery. This should be selected for any overseas gift voucher orders. Despatched within two working days. Delivered from 3-5 working days depending on country. Cost £2.50
  - d. Recorded Overseas – standard Royal Mail Recorded Overseas Delivery service. Despatched within 2 working days. Delivered from 3-5 working days depending on country. This will be recorded by Royal and requires a signature from the recipient. Please make sure that you or the recipient will be available to sign for the delivery Cost £10.00
4. AB Hotels Ltd accepts no liability for any delay which may occur in the delivery times.

## **Returns**

1. You may return your purchase within seven days from receipt of your order.
2. If you are returning an order because of an error on our part, we will refund the delivery charges incurred in returning this to us.
3. If you are withdrawing from your purchase within the seven-day cooling off period, we will refund the normal postage charge for delivery of the item but we will not refund any priority, express or courier component of the postage charge.

## **How to Return Your Order**

1. Please write us a note to include the following information:
  - a. Your order number, to be found in the invoice sent together with your order and/or on your order confirmation sent to you by email
  - b. Your reason for return
2. Please return the vouchers in their original packaging, to include the envelope sent together with the voucher
3. Then send the package to: The Accounts Department, AB Hotels Ltd, Sopwell House, Cottonmill Lane, St Albans, AL1 2HQ.