



## Terms of Service

Hotelres UK Ltd offers a free venue-finding and accommodation booking service. Hotelres only earns payment from their suppliers once the booking has been confirmed.

### Our Commitment to you:

- We will always act with complete impartiality. We do not have preferred suppliers and will only propose venues that meet your requirements.
- We aim to acknowledge an enquiry immediately and, where necessary, will seek clarification of your requirements.
- For group accommodation, meetings & events enquiries, we will endeavour to send you a proposal with a minimum of 3 available venues that meet your requirements within 48hrs for the UK and 3-4 working days for overseas enquiries. If your requirements are more urgent we will respond accordingly. Where multiple locations are required, further discussions might be necessary.
- For individual accommodation bookings we will endeavour to book or offer rates within 2 working hours after receiving your enquiry.
- We use our experience and contacts to negotiate the best rates and wherever possible terms on your behalf.
- We will assist you with any amendments relating to the enquiry up to the event date.

### In return, we kindly ask from our clients that:

- We are the sole agent working on any one enquiry.
- You inform us of any venues that you have already contacted and if you are holding space with any venues.
- You inform us if you would like us to try any particular venues at any stage during the search process rather than calling them direct, we will be more than happy to include them.
- You keep us informed if requirements/location change. We understand that requirements can alter throughout the process and we will gladly review our proposal with suitable options accordingly.
- You confirm the enquiry directly with Hotelres.

**We reserve the right to charge a search fee if these terms are not adhered to.**