

Terms & Conditions

Applicable to Bookings made on **28th June 2008 until 20th November 2008**

We are delighted that **you** are considering making a **booking** with **us**. Please read the following **terms** as these will apply to any **booking** that you make with **us**.

When **you** make a **booking** on **our website**, **you** will be asked to click "I accept" and **you** will not be able to complete **your booking** if **you** do not do this. In any case, if **you** do not agree to be bound by **our terms**, then please do not continue with **your booking**.

Please note that words in **bold** are defined towards the end of **these terms** in the section titled "Definitions" (please see paragraph 69).

Your booking

1. **You** can make **your booking** online at www.travelodge.co.uk or by phone on 0871 984 8484.
2. **You** can only make a booking if you are 18 years old or over.
3. **Your booking** will be subject to availability at the time **you** make it.
4. **Your booking** is personal to you and you are responsible for it. When **you** make your booking, you must not attempt to use any name other than **your own**.
5. If **you** make a booking on someone else's behalf then **you** must state the correct name of each **customer**. **You** need only state the name of one **customer** per room but, once stated, **you** cannot change this name later without making a cancellation and rebooking. **You** are responsible for ensuring that any **customer** in **your booking** complies with these terms as if that **customer** had made the booking. **You** must not resell or transfer any **booking** (in whole or in part) or attempt to do so. **We** may treat any attempt by **you** (or any other person acting on **your** behalf) to do so as a terminable breach of this contract between **us** and **you** and, accordingly, **we** will have the right to terminate **your booking** and retain any money **you** have paid to **us** in relation to that **booking**. **We** may also refuse to take any further bookings from **you** in the future.
6. If **you** book ten or more rooms for the same night **we** may treat this as a **group booking** (please refer to paragraph 62 below).
7. **You** cannot make a **booking** more than 12 months before **your** scheduled date of arrival.
8. Upon arrival **we** may require identification from the person occupying the room. If this does not match the name on the **booking** then **we** reserve the right to refuse entry and immediately cancel the reservation with no refund.

Acceptable forms of ID include:

- Driving License UK
- Passport
- Recognised Student Union Card bearing a photographic picture

In the interest of protecting **our customers** and as a responsible organisation **we** may request to see the payment card used at the time of making any pre paid **booking**.

Rates and payment

9. The **rate** for each room **you** wish to book will be as published on **our website** (or, if **you** make **your booking** by telephone, as otherwise indicated to you) at the time of your booking.
10. For **Saver** rates (including "Sale" rates), **you** must:
 - a. make the **booking** on **our website**; and
 - b. Pay in advance and in full at the time of **your booking**.
11. For **Flexible** rates, you must:
 - a. pay in advance and in full at the time of **your booking** for "prepay"; or
 - b. pay when **you check-in** to the hotel for "pay-on-arrival".
12. **We** will provide an invoice to **you** as follows:
 - a. If **you** make a prepaid **booking** via **our website** then **we** will provide a VAT invoice to **you** promptly after **your booking** is completed by email to the email address provided by **you**.
 - b. If **you** use **our** automated telephone service **you** can obtain a VAT invoice by visiting **our website** up to 60 days after **your** date of departure.

- c. For pay-on-arrival **Flexible rates** a VAT invoice can be provided to **you** after **you** have paid at check-in.
- d. If **you** make an **amendment** to **your booking** then a new VAT invoice will be issued.
- e. If **you** purchase Room Cancellation Insurance then **our** independent commercial partner will provide **you** with an invoice, which will include IPT (Insurance Premium Tax).

Extras

13. The **rate** excludes any **extras** unless we expressly agree with you otherwise as part of **your booking**.
14. In particular, and subject to availability, car parking may be available from **us** or a third party and may be subject to an additional charge as an **extra**. **You** will need to check on the hotel information page.
15. If **you** make a **cancellation** of a particular room and/or **booking** then refunds may be available for **extras** - please refer to the general **cancellations** policy (at paragraphs 26 to 35 below). **We** will not refund any money **you** have paid for any **extra** separately from the rest of **your booking**.
16. **Extras** are subject to availability and cannot be transferred to any other **booking**. If any **extra** that **you** have paid for in advance is unavailable upon arrival **we** will give **you** a refund of the price **you** paid for that **extra**.
17. If **you** wish to purchase **Room Cancellation Insurance**, please read the [Room Cancellation Insurance Terms and Conditions](#). **Room Cancellation Insurance** is made available by one of **our** independent commercial partners. If **you** have any question or complaint in relation to **Room Cancellation Insurance** please follow the procedure in the [Room Cancellation Insurance Terms and Conditions](#).

Mobile Booking Engine

18. **Customers** with web-enabled mobile phones can make a **booking** through their mobile using this address: <http://www.travelodge.co.uk/mobile>
19. Once a **customer** has made a reservation through the Mobile **Booking** Engine, they will receive a confirmation email with stay details.
20. Concerning security, all sensitive information, including personal details as well as credit card information, is kept confidential through encryption (**we** use the 128-bit secure sockets layer, or SSL, standard). This means that information can only be exchanged between **you** and Travelodge and that no third party can access this data.
21. Functionality is not guaranteed with all types of mobile devices in using this site. In addition, the connection to a mobile device will not work if **your** device is not configured for SSL encryption.
22. **Customers** should contact their mobile service provider directly for technical assistance or question resolution.
23. Please note that security features vary by carrier/service provider and mobile device. Additional minutes/charges may apply and may be charged by **your** mobile carrier/service provider.
24. Standard **Terms** and Conditions apply to all bookings via **your** mobile.

Short Message Service (SMS)

25. By entering a mobile telephone number during the **booking** process on travelodge.co.uk, **customers** can receive confirmation and details of their reservation by text once the **booking** is complete.
26. If a **booking** contains more than one reservation, a text message will be sent per reservation with relevant details of each stay.

Credit Card payments

27. A fee of **£1.50** will be applied to bookings paid for by credit card. This charge applies to the following cards: Amex, MasterCard, Visa. Bookings paid for by debit card will not be charged.
28. The credit card fee applies to all rates booked.
29. The credit card fee is applied to each **booking** transaction, regardless of how many rooms are reserved within that individual **booking**.
30. If **you** make a **cancellation**, the credit card fee is non-refundable. See section 48 on cancellations and amendments for rules and further explanation on cancelling various room rates.
31. The credit card fee will not be charged again on bookings that are amended. If **you** increase the number of nights in a previously booked stay, the credit card fee will not be charged. Similarly, if **you** decrease the number of nights in a **multi-night stay booking**, the credit card fee will not be refunded.
32. If **your** room is cancelled as a result of **our** outbookings policy, **you** will be refunded the full amount, including credit card fee.

Room types

33. Family rooms are subject to availability. The maximum occupancy for a family room is either:
 - a. 2 adults and 2 children (under 16 years of age); or
 - b. 3 adults.
34. Accessible rooms (any room designed to be occupied by a **customer** who is a wheelchair user travelling independently and any **customer** with limited mobility) can be provided subject to availability. Please specify if **you** require a disabled room when **booking**.
35. Travelodge is a totally non smoking in both bedrooms and public areas. Please see section 40-45.

Pets

36. **Customers** may bring pets at the absolute discretion of the hotel management and subject to an additional charge of £10 per pet per stay (to be paid at **check-in**). No more than 2 pets are permitted to stay in any room. To qualify, **you** must advise the hotel after **you** make **your booking**. Hotel numbers can be obtained by visiting www.travelodge.co.uk.

Family room occupancy

37. If a family room is requested during the booking process, the room can be prepared as a double or twin room.
38. Customers are invited to indicate their preference during the booking process in order for staff to provide the appropriate bedding for the stay.
39. This is a guideline for staff at the hotel but not a guarantee that the room will be set up as requested. Customers are able to request more bedding as required from reception at any point during their stay.

Smoking / Damaged Rooms

40. All **our hotels** are designated as non smoking. This means that smoking is strictly prohibited in all **our** hotel rooms and all **our** public areas. By agreeing to stay in **our hotels**, **you** agree to refrain from smoking or compromising **our** fire precaution system in any way during **your** stay.
41. If **you** smoke in **our hotels** **you** will be breaching the law and **you** agree to stop any such behavior immediately upon request.
42. If **you** are observed of smoking or compromising our fire detection system in any way, **you** understand that normally **you** will be asked to leave immediately and without a refund.
43. In these circumstances, **you** will be required to pay for specialist cleaning, and to pay for the cost of the room until it is fit for sale as a non smoking environment. **We** reserve the right to charge this amount from the payment card associated with **your** reservation. A full breakdown of these charges will be supplied to the address detailed on the reservation within 10 working days.
44. **We** may report such behavior to the police as criminal damage and will usually hold **your** reservation detail within **our** systems to prevent **you** from making any further reservations with Travelodge.
45. **We** also reserve the right to cancel any future bookings already made or made in the future.

This does not affect hotels located in Ireland or Spain as these currently operate designated smoking rooms.

Check-in / check-out

46. All **customers** are able to **check-in** from 3pm on the scheduled date of arrival unless **you** have purchased an **early check-in** as an **extra**.
47. All **customers** are required to **check-out** before midday on the scheduled date of departure unless **you** have purchased a late **check-out** as an **extra**. **Early** check in and late check outs are available subject to availability.

If a **customer** has not purchased late **check-out** as an **extra** and is late checking out. **We** reserve the right to make an additional charge equivalent to the **flexible rate** at that time for one night's stay for the applicable room(s).

Cancellations and amendments

48. **You** can make a cancellation or an **amendment** of **your booking** on https://www.travelodge.co.uk/manage_your_bookings/ or by calling 0871 984 8484 and stating **your** confirmation number.

There are different rules which apply to cancellations and amendments for (A) **Flexible** stays and (B) **Saver** stays (including at a "Sale" **rate**). This is reflected in the **rate** for each of these types of package. Please refer to these different rules below:

(A) Flexible rate:

Cancellations

49. If **you** make a **cancellation** before midday on **your** scheduled date of arrival then **we** will refund **you** the money **you** have paid (including for any **extras**). This refund will be process automatically following **your cancellation** and will be credited back to the payment card used within 10 days. No other method of refund can be made.
50. If **you** make a **cancellation** at or after midday on **your** scheduled date of arrival then:
 - a. For "prepay", **we** will not refund **you** the money **you** have paid (including for any **extras**) for **your booking**.
 - b. For Multi night stays **we** will not refund the first night of the **booking** but will refund future nights (including for any **extras**). **You** must contact customer.services@travelodge.co.uk requesting this refund. **You** will only be refunded for room nights remaining from the point **you** contact **Customer Services**.
 - c. For "pay-on-arrival", **we** will take payment for the first night of the **booking** (including for any **extras**) using the payment details **you** provided when **you** made **your booking**. No charge will be incurred for the remaining nights of this cancelled **booking**.

Early departures

51. Any **customer** who wishes to shorten their stay by leaving early from a **multi-night stay** must **check-out** of the room by midday and must also advise the hotel's reception or duty manager. **We** will refund the money **you** have paid (including for any **extras**) for the remaining night(s) of the **booking** either (at **our** choice) to the card used for payment within 10 working days. If the room is vacated after midday then **we** reserve the right to charge **you** for that night (including for any **extras**).
52. If **you** vacate the hotel and fail to inform reception of **your** required **early** departure then **we** reserve the right not to refund **your booking**.

Non arrivals

53. If a **customer** does not **check-in** before 4am of the first night of their stay (that is, 4am in the morning of the date which is immediately after the scheduled date of arrival) then **we** will treat this this **booking** as a non arrival. This means that:
 - a. Under no circumstances will **you** be entitled to any kind of refund for the first night of this **booking**.
 - b. If **you** arrive at the hotel at anytime during the reservation period of **your booking** then **you** will be accommodated or out booked (If rooms are not available) in line with the out **booking** policy in section 58.
 - c. As **we** have held **your booking** (Point B) then **you** will not be entitled to a refund for any nights of non occupation.
 - d. All late arrivals should be reported to the hotel immediately.

Amendments

54. If **you** wish to make an **amendment**:
 - a. by increasing the length of stay by adding any additional night(s) to the end of a **booking** then **you** may do so subject to availability and paying for the additional night(s) at the time you make the amendment;
 - b. by reducing the length of stay by removing nights from the end of the original **booking** then you may do so before midday on **your** scheduled date of arrival (or subject to the rules and timescales set out in paragraphs 48 and 50 in relation to **cancellations**);
 - c. by changing the **room type** in the original **booking**, then **you** may do so without any additional charge and subject to availability; and/or
 - d. by changing the scheduled date of arrival in the original **booking** (by moving the booking forwards or backwards but keeping the same length of stay and the same hotel) then **you** may only do so before midday on **your** scheduled date of arrival (or otherwise subject to the rules and timescales set out in paragraphs 48 and 50 in relation to **cancellations**) and subject to availability.

(B) Saver rate (including "Sale" rates):

Cancellations

55. If **you** make a **cancellation** then **we** will not refund **you** any money **you** have paid (including for any **extras**). If **you** do wish to make a **cancellation** to **your booking** **we** would be grateful if **you** would inform us using https://www.travelodge.co.uk/manage_your_bookings/ as soon as possible however **we** will not refund **you** any money **you** have paid (including for any **extras**).

For late arrivals please see section 53 above.

Early Departures

56. If any **customer** wishes to shorten their stay by leaving early from a **multi-night stay**, they should advise the hotel's reception. **We** will not refund any money you have paid (including for any **extras**) applicable to that room **booking** for any remaining nights of that **booking**.

Amendments

57. If **you** wish to make an **amendment**:
- by increasing the length of stay by adding any additional night(s) to the end of a **booking** then **you** may do so subject to availability of **rates** on a like-for-like basis for the additional night(s) paying for the additional night(s) at the time **you** make the **amendment**;
 - by reducing the length of stay by removing nights from the end of the original **booking** then **you** may do so but **you** will not get a refund of the money **you** have paid (including for any **extras** applying to the removed nights);
 - by changing the **room type** in the original **booking** then **you** may only do so if you pay the booking amendment fee as detailed below and subject to availability; and/or
 - by changing the scheduled date of arrival in the original **booking** (by moving the **booking** forwards or backwards but keeping the same length of stay and the same hotel) then **you** may only do so if you pay the booking amendment fee as detailed below and subject to availability of **rates** for the amended dates of stay on a like-for-like basis.

The booking amendment fee is an **extra** and is payable at the time of making an **amendment**. It is charged per room and you may make more than one **amendment** at the same time. You will be charged at the price set out on our website at the time the **amendment** is made. **Amendments** must be made in advance of the stay - how far in advance will vary depending on the applicable rate of the room which is relevant to the **amendment** (please refer to our website for [more details](#)).

Out bookings

58. **We** operate an outbookings policy (please see the "What is Outbooking?" question in the General Help section of "Travelodge Help" on our **website** for further information). In the event that a room is unavailable on arrival to any **customer** as a result of **our** outbookings policy then **we** will either:
- arrange alternative Travelodge accommodation for any **customer** who **we** are unable to accommodate (including, if required, the reasonable cost of transport to that alternative hotel accommodation and/or any applicable car park charges) together with, at no additional charge, breakfast(s) for each **customer** who **we** are unable to accommodate;
- OR (at **your** request or if in **our** reasonable opinion there is no suitable alternative hotel accommodation available)
- make a **cancellation** and refund **you** the money **you** have paid for the unavailable room(s) including related **extras**

We will not compensate in any way if **we** are unable to provide a room due to any event beyond **our** reasonable control (please see paragraph 60 below).

Our contract

59. The contract between **us** and **you** is made under the following steps:
- You** make a booking on **our website** (however accessed) or by telephone.
 - You** give **your** payment details and **we** will process the payment during the **booking** process.

- c. If payment processing is successful, **we** will accept **your** order and complete **your** booking by giving **you** the confirmation number (either on **our** website or by telephone, as the case may be). At this point, there will be a binding contract between **us** and **you**.
- d. If **you** have provided an email address, **we** will send an acknowledgement of **your booking** to that email address.
- e. If **you** have not provided an email address, **you** may still check **your** booking details using the "MyTravelodge" section of **our** website or by looking at the "Modify or Cancel" sections of **our website** (please see paragraph 45 "MyTravelodge" below).

Events beyond our reasonable control

60. **You** acknowledge that **we** may not be able to provide one or more rooms and/or all or certain of **our** products and/or services due to any adverse event which happens which is beyond **our** reasonable control. As such, **we** shall not be in breach of these **terms**, nor liable for any failure to perform any of **our** obligations in relation to **your booking**, arising from:
- a. acts of God, including but not limited to fire, flood, earthquake, windstorm or other natural disaster;
 - b. fire, explosion or accidental damage;
 - c. extreme adverse weather conditions;
 - d. collapse of building structures, failure of plant machinery, machinery, computers or vehicles;
 - e. interruption or failure of utility service, including but not limited to electric power, gas or water; and/or
 - f. Any other act, event, omission or accident which is beyond our reasonable control.

Group bookings

61. If **you** make a **group booking**, the following terms and conditions also apply to **you**:
- a. **you** must be registered with a "MyTravelodge" account on **our website** and **you** must log on as such before making **your booking**;
 - b. if **you** book more than 28 days before the scheduled date of arrival, **you** must pay a 10% deposit at the time of **booking** and **you** must settle the balance at least 28 days prior to the scheduled date of arrival unless **you** have paid the balance in full at the time of **booking**;
 - c. if **you** book 28 days or less before the scheduled date of arrival, **you** must pay in full at the time of **booking**;
 - d. **we** may make a **cancellation** to **your booking** if you do not make any payment when it is due but, before making a **cancellation** to **your booking**, **we** will endeavour to send you an email or contact you by telephone or letter giving you a final chance to pay in full within 24 hours;
 - e. **we** will not refund any money **you** have paid to **us** (including any deposit or any **extra**) if:
 - i. **we** make a **cancellation** to the **booking** because **you** have not made a payment when it is due or are otherwise in breach of **these terms**; or
 - ii. **you** make a **cancellation** of **your group booking** or of any an individual room within **your group booking**; or
 - iii. **you** make any amendment to **your group booking** including in relation to any individual room within **your group booking** except that you may:
 - increase the length of stay by adding any additional night(s) to any **group booking** (after the dates of the original **group booking**) at the **rate** for the room at the time **you** make the amendment and subject to availability; and/or
 - change the scheduled date of arrival for the original **group booking** by moving the **group booking** forwards or backwards but keeping the same length of stay and the same hotel by using the "modify dates" function on "MyTravelodge" subject to availability and without paying the booking amendment fee; or
 - iv. in relation to the rooms booked for certain **customers**, if those **customers** do not **check-in** before 4am on the first night of their stay (that is 4am in the morning of the date which is immediately after the scheduled date of arrival) and/or if any **customer** wishes to shorten their stay by leaving early from a **multi-night stay**.

eVouchers

62. **We** issue **eVouchers** to **you** in relation to **customer** service matters. **We** will credit **eVouchers** to **your My travelodge account**. An **eVoucher** can be used by **you** for bookings, **extras** and amendments (but not for any services provided by third parties except Room **Cancellation** Insurance). The following **terms** apply to the use of **eVouchers**:
- a. An **eVoucher** is valid for 6 months from the date of issue. After 6 months it will expire and be deleted from your **MyTravelodge account** unless you have accrued further **eVouchers** within

this 6 month period then the date of expiry of all your **eVouchers** will be the expiry date of the last **eVoucher** issued by us.

- b. **eVouchers** have a customer-specific code and can only be used by the person to which it was issued and are not transferable. **eVouchers** remain the property of Travelodge at all times. We reserve the right to cancel any **eVouchers** that are used improperly including but not limited to; sales to a third party, distribution, sales or attempts to sell on internet message boards, bargains website or other internet exchange or auction sites.
- c. We will not reimburse **eVouchers** for cash.
- d. Our liability in respect of **eVouchers** is set out in paragraphs 38 to 41, save that in the event that in respect of paragraph 39, our total liability will be no greater than twice the nominal value of the **eVouchers** used in the **booking** instead of the amount paid for your **booking**.
- e. We reserve the right to cancel or change the **eVouchers** scheme at any time. In which case we will notify you via the contact information you have given us when you made your booking (or as updated on your **MyTravelodge account**). We will give you a reasonable amount of time to use any **eVouchers** if we plan to cancel the **eVoucher** scheme.

eVouchers can be used by logging on to your 'My Travelodge' account at www.travelodge.co.uk

63. **eVouchers** can be:

- a. Used for bookings, **extras** and amendments made online at www.travelodge.co.uk or by calling **Customer Services** on 0844 6006 999.
 - b. Used across any available rates (such as **Flexible, Saver, Sale**).
 - c. Used for any hotel (but can not be redeemed at a hotel for any purpose).
 - d. Used in part payment along with another payment method.
 - e. **You** can check your **eVoucher** credit balance on your **My travelodge account** or call 0844 6006 999 and any **eVoucher** credit balance that **you** have will be displayed at the beginning of the **booking** process. To use **eVouchers** for a **booking**, **you** will need to check the **eVoucher** tick box when **you** complete the payment process. If **you** use **eVouchers** then **we** will use **eVouchers** first then if necessary any balance will be paid in cash.
64. If **you** want to make changes to a **booking** made with **eVouchers** then the rules applicable to that particular **rate (Flexible, Saver, Sale)** will apply. Where a full refund is applicable, we will refund in the same proportion as the original **booking**. Where a part refund is applicable, first **we** will refund to the payment method **you** used to the total value of the payment if applicable then if there is any additional amount due on the refund **we** will credit your **My travelodge account**.
65. If **you** do not have a **My travelodge account**, **we** will use the information (including personal data) **you** provided **us** with at the time of **booking** to create **you** a **My travelodge account** and credit your **eVouchers** to your **My travelodge account**. (Please see our privacy policy for more information on personal data, how **we** use it and how **we** protect it). **We** will then send **you** details of your new **My travelodge account** and how to use it in a letter. **We** will send **you** details of your password in a separate letter. Agreement by **you** to these **terms** and conditions is consent by **you** for **us** to use your personal data to create a **My travelodge account**.

General terms

66. No waiver by **us** shall be construed as a waiver of any right of **ours** or any succeeding breach of any provision of **these terms**.
67. The Contracts (Rights of Third Parties) Act 1999 does not apply to **these terms**.
68. These **terms** are governed by English law, and **you** and **we** agree that disputes can only be dealt with in the English Courts. English is the only language offered for the conclusion of the contract. [If **you** are a habitual resident of any other country then there may be certain national mandatory rules which also apply to **you**.]

Definitions

69. When used in **these terms** the words set out below shall have the following meanings:
 - a. **amendment** means if **you** make a change to your **booking** after **you** have completed it
 - b. **booking** means any room reservation **you** make which is accepted by **us**
 - c. **cancellation** means if **you** cancel any **booking** for any reason or if **we** cancel any **booking** where **we** are entitled to so under **these terms**
 - d. **check-in** means, for each room, when a **customer** collects their room key card from reception on arriving at the hotel
 - e. **check-out** means, for each room, when a **customer** deposits their room key card at reception on departing the hotel
 - f. **eVoucher** means electronic vouchers issued by us to you in respect of outbookings and customer services as set out in paragraph 61 above)

- g. **extra** means any other product or service associated with **your booking** or stay, including but not limited to **Room Cancellation Insurance**, food (such as a breakfast), drink, car parking and **early check-in** and **late check-out** products and in each case (apart from **Room Cancellation Insurance**) includes VAT as set out in paragraph 12 above
- h. **Flexible** means the package advertised as such and with the features and **rate(s)** set out on the website at the time of **your booking**
- i. **group booking** means any **booking** by **you** of ten or more rooms even if the rooms booked are for different hotels or the **bookings** are made at different times
- j. **customer** means any person who resides at one of **our hotels** as part of your **booking**, including **you**
- k. **multi-night stay** means a **booking** of more than one night
- l. **rate** means the published price applicable for a particular hotel room or package and includes VAT as set out in paragraph 12 above but (unless otherwise stated on the website in relation to the particular hotel or **booking**) does not include **extras**
- m. **MyTravelodge account** means an online account to help you manage your bookings and for us to credit any eVouchers that we award to you
- n. **Room Cancellation Insurance** means the insurance product made available by a third party covering the risk of **your** not being able to use **your booking** as prescribed the terms and conditions of that insurance product and includes IPT as set out in paragraph 12 above
- o. **room type** means single, twin, double, family, disabled
- p. **Saver** means the package advertised as such and with the features and **rate(s)** set out on the website at the time of **your booking**. Note that a "Sale" rate is a special type of **Saver** rate.
- q. **single-night** stay means a **booking** of only one night
- r. **these terms** means these terms and conditions together with the terms of use for **our website**, **our** privacy policy, any specific terms in relation to a particular package which we may publish on **our website** for example the relevant **rate** and/or **extra** and any other condition in relation to **your booking** which **we** may reasonably bring to **your** attention (for example any hotel-specific conditions)
- s. **website** means the site located at www.travelodge.co.uk or any subsequent address(es) which may replace it
- t. **we/us/our** means Travelodge Hotels Limited
- u. **you/your** means the person who makes the **booking**

Our liability

- 70. **We** will not be liable, in contract, tort (including, without limitation, negligence), for pre-contract or other representations or otherwise out of or in connection with **these terms** for:
 - a. any economic losses (including without limitation loss of revenues, profits, contracts, business, opportunity or anticipated savings); or
 - b. any loss of goodwill or reputation; or
 - c. any special or indirect losses suffered which arises out of or in connection with your booking.
- 71. **Our** total liability for any loss shall not exceed twice the total sums **we** charge **you** for the **booking**.
- 72. If **you** (or any other **customer**) suffer or are likely to suffer as a result of any breach and/or negligence by **us**, **you** must do everything reasonable to keep **your** (or their) losses to a minimum.
- 73. Nothing in **these terms** shall affect **your** and/or any other **customer's** statutory rights and, in particular, nothing in these **terms** excludes or limits **our** liability:
 - a. for any death or personal injury caused by **our** negligence; or
 - b. for any matter which it would be illegal for us to exclude or attempt to exclude our liability; or
 - c. for any fraud or fraudulent misrepresentation.

Your liability

- 74. **We** reserve the right to claim from **you** for any loss, damage and/or injury sustained by **us**, **our** employees, representatives, contractors and/or agents due to any malicious, wilful or negligent damage caused by **you** and/or any other **customer**.

Details of changes to these terms

- 75. From time to time **we** will need to change **these terms** and to change or replace or introduce new **rates** and **extras**. **We** provide details of any changes made to **these terms** in the last 12 months below.
[Insert links to previous T&Cs]
- 76. **We** will not make a change to the **rate** applicable to **your booking** after **you** have completed **your booking** (unless, subject to paragraphs 26 to 35 above, **you** make an **amendment**). **We** do reserve the right to correct any manifest pricing errors on **our website** from time to time, however.

77. If **you** continue with **your booking** following any change we shall take this to mean that **you** accept the change. **You** are responsible for checking whether **these terms** have been changed.

Questions / complaints

78. If **you** have any question or complaint in relation to **your booking** or **these terms** please contact customer.services@travelodge.co.uk and **we** will respond to **you** as quickly as **we** can.

**Travelodge Hotels Ltd., Sleepy Hollow, Aylesbury Road, Thame, Oxfordshire, United Kingdom, OX9 3AT.
Company Reg. 769170. VAT number 805367726.**