

On-line Booking Terms & Conditions

Please read these Terms & Conditions carefully.

By using this website and NAF Conference Centre and Suites online booking service you are agreeing to be bound by the Terms and Conditions detailed below which form the basis of your contract with NAF Conference Centre and Suites. In the Terms & Conditions set out below, “you” and “your” refers to all persons named on the booking, which includes any individual(s) subsequently added or substituted at a later date. “We”, “us” and “our” all refer to NAF Conference Centre and Suites.

Please print and retain a copy of this Agreement for your records as it may occasionally be updated.

1. Making a booking

By making a booking you are confirming that you are authorised to do so on behalf of all persons named in the booking and you are acknowledging that all members of your party agree to be bound by these Booking Terms & Conditions.

When your booking has been made a confirmation will be sent to you by email using the email address that you have supplied. You should retain a copy of this confirmation for your reference. Booking confirmations are subject to the availability of accommodation at the hotel.

You should carefully check the details of your confirmation as soon as you receive it. You must contact NAF Conference Centre and Suites immediately if any of the details are incorrect or incomplete.

We will always endeavour to rectify any inaccuracies or accommodate any alterations you wish to make to your booking. We cannot accept liability for any inaccuracies that are not brought to our attention within seven days of issuing your confirmation, nor can we accept responsibility for inaccurate information that you have supplied.

If you contact us using the booking enquiry form we will endeavour to respond within 2 working hours of receiving your booking enquiry.

2. Paying for your booking

All bookings made via NAF Conference Centre and Suites website must be guaranteed with a credit or debit card – Visa, Mastercard, Maestro, Paypal or Interswitch. A deposit will not automatically be deducted from your credit or debit card at the time of booking. (Specific packages such as Christmas breaks may have different payment requirements. Where this is the case, it will be clearly stated during the booking process). The account, including any extra costs incurred during your stay, must be made to the hotel when you checkout. Cash, credit or debit cards are welcome in settlement of your hotel account. Cheques are NOT accepted as payment. Any rebates will be made back to the card payment was made with.

In some instances, supplementary items, such as tickets to local attractions, may require full payment at the time of booking. If applicable, the additional sum required as a deposit will be clearly stated when making your booking. (Please note that certain supplementary items may require a non-refundable deposit.)

As a measure of fraud prevention you will be required to enter the three digit Card Verification Value (CVV) printed on the back of your credit or debit card when making a booking online.

Unless stated as part of your booking, additional items such as (but not limited to) the cost of meals, drinks, items from the mini-bar and travel expenses, are not included in the price of your stay. If you incur any such additional costs you must settle the sum involved prior to your departure from the hotel.

On arrival, all reservations will require a pre-authorisation with a credit/debit card to cover incidentals during your stay. If paying cash, a deposit to cover the total room rate & an extra, refundable upon departure, at the nightly rate per room per stay is required. No credit for incidentals will be available when paying cash unless a further deposit is supplied upon check in.

All prices are quoted in Nigerian Naira NGN and include tax (VAT) at 5% and service charge at 10%.

3. VAT Invoice

A VAT invoice will be provided at the hotel on departure.

4. Price changes

NAF Conference Centre and Suites reserves the right to increase or decrease the price of unsold breaks at any time. The price of your chosen break will be confirmed when your booking is made and, with the exception of any errors, we will not increase this price once it has been confirmed. We reserve the right to correct any errors in advertised and confirmed prices and will do so as soon as we become aware of an error. We will notify you of any price discrepancies relating to your booking should they arise, but we strongly advise you to check that the final price of your booking is correct before making your final confirmation.

5. Amendments to your booking

You should notify us of any amendments to your confirmed booking by telephone or in writing (by email to xxxxxxxx) as soon as possible. Amendments are subject to availability and those made outside the cancellation period (see below) may be subject to cancellation charges.

6. Cancellations within the Cancellation Period

Should you wish to cancel your booking within the cancellation period. You can cancel your booking by using the link provided in your booking confirmation email. A cancellation confirmation will be sent back to you at the same email address.

7. Cancellations outside the Cancellation Period

On all confirmed bookings cancelled outside the specified cancellation period, there is a Cancellation Charge equivalent to the total cost of the first night's booking value. This includes non-arrivals or instances where you cannot provide proof of cancellation (cancellation confirmation or reference number) if requested to do so. Please note that specific packages incur a cancellation charge of the whole package when cancelled outside the specified cancellation period. Your credit or debit card will be charged a Cancellation Charge, equivalent to the total cost of the first night's booking value or the complete package value.

8. Cancellations and changes made by NAF Conference Centre and Suites

In the unlikely event that the hotel is unable to accommodate a confirmed reservation it may be necessary to offer an alternative of an equal or a superior standard. If at any time we need to make changes that will significantly affect your stay or we need to cancel your stay, we will tell you as soon as possible, offering a suitable alternative. This does not apply to minor changes or events during your stay, resulting from unusual or unforeseeable circumstances beyond our control.

We cannot be held responsible for cancelling your booking as a result of your failure to comply with any requirement of our Booking Terms & Conditions, and we cannot be held liable for any expenses, costs or losses incurred by you as a result of any change or cancellation.

If a guest or a member of your party behaves in a way that causes or is likely to cause danger, upset or distress to a third party or to hotel or guest property, we are entitled, without prior notice, to curtail the stay and request that the person(s) concerned leave the hotel. No refunds or return travel arrangements will be made and we will not pay any expenses or costs incurred as a result of such a curtailment.

9. Additional Requests

All additional or special requests are subject to availability and we cannot guarantee the provision for special requests. Any additional requests made should be prior to your arrival at the hotel, giving reasonable advance notice.

10. Third party suppliers

Elements of your break may include services supplied by third parties (for example golf, car hire, etc). Such third party suppliers will usually have their own set of Terms and Conditions relating to the services they provide. You should consult the Terms and Conditions of any third party either before or soon after making a booking if your break includes such items.

11. Medical conditions

If you or any member of your party has a medical problem or disability which may affect your stay, please call Reservations to advise us so that we can make provision for the particular needs of the person(s) concerned, or advise you if we are unable to make such provision. If details are not provided to us at the time of booking, the hotel reserves the right to cancel the booking should it be unable to make appropriate provision for a specific need or needs.

12. Circumstances beyond our control

We cannot accept responsibility for unforeseen circumstances beyond our control. These include (but are not limited to) adverse weather conditions, fire, riot, war, terrorist activity (or threat of such activity), industrial dispute, natural disaster, or injuries and death of an individual(s) through accidental circumstances unconnected with the hotel.

By making a booking you are accepting responsibility for any damage or loss caused by yourself or a member of your party. Full payment for any such damage or loss must be paid to the hotel owner or manager on demand. If you fail to do so, you will be responsible for meeting any claims subsequently made (together with our own and the other party's full legal costs) as a result of your actions.

13. Complaints

If you are dissatisfied with any aspect of your stay you should bring the problem or issue to the attention of the duty manager at the hotel as soon as possible so that all reasonable efforts can be made to rectify the situation. If for any reason the issue cannot be resolved to your satisfaction you should put it in writing and send it to the General Manager at the hotel. Any complaints arising out of your stay at the hotel that are not brought to the attention of the hotel during your stay are unlikely to receive the same level of attention if made retrospectively.

Should you be dissatisfied with any aspect of the service provided by NAF Conference Centre and Suitesl, you can bring it to our attention by writing to: The General Manager, NAF Conference Centre and Suites, Gwarimpa Expresssaway, Kado, Abuja FCT, Nigeria.

Complaints brought to our attention will normally receive a response within 7 working days.

14. General Information

Prices & Availability: For real-time prices and room availability for the NAF Conference Centre and Suites, please go to www.xxxxxxxxxx or call Reservations on . NAF Conference Centre and Suitesl can be booked instantly online. All prices are quoted in NGN and include tax (VAT) at 5% and service charge at 10%.

Accommodation: As a minimum, all bedrooms are fully air conditioned and feature a private en suite bathroom with guest toiletries, colour flat screen television, tea/coffee making facilities, wi-fi and intercom telephone.

Breakfast & Dinner: Bed & breakfast prices include a breakfast buffet, unless otherwise stated.

Checking-in: Your room(s) will normally be available after 2pm. If you plan to arrive later than 10pm, please advise the hotel directly by calling the number given on your booking confirmation.

Swimming Pool: Please ask at the hotel reception for rules and opening times when checking in, or call us in advance on 09-2900296. Additional restrictions may apply to the use of such facilities by children. Supplementary leisure activities or beauty treatments should be booked and confirmed prior to your arrival.

Parking: On site parking is available on a first come first serve basis. NAF Conference Centre and Suitesl does not accept any liability for any damage or theft to vehicles parked in the car park.

Pets: With the exception of guide dogs, no pets are permitted in the hotel. Guests are liable for any damage caused by their pet.

Smoking: NAF Conference Centre and Suites is strictly a non smoking hotel. Failure to comply with this policy will incur a N5000 penalty.

Taxes: All prices include Value Added Tax (VAT) at 5%, and service charge at 10%

Tourist attractions: To avoid disappointment you should check the seasonal and/or daily opening times of any tourist attractions prior to travelling to the hotel or the attraction concerned.

Accuracy of information on this website: Whereas we endeavour to ensure the information contained within this website is as accurate as possible, there will inevitably be instances where information may be incorrect or out of date. It is always advisable to check specific details that may be relevant to your booking prior to making that booking. For example, information relating to regional or local attractions is intended for your general information and any changes to such attractions or facilities are beyond our control. We reserve the right to amend or remove information at any time and do not accept responsibility for keeping copies of any amended or deleted information.

15. Insurance

It is your responsibility to ensure that any insurance cover you have provides adequate cover for your needs and for the duration of your stay.

16. Usernames and Passwords

This site may provide you with the ability to use usernames, passwords, or other codes or devices to gain access to restricted areas. The content contained in such areas is confidential to NAF Conference Centre and Suites, and is provided to you for your own specified personal or corporate use. We reserve the right to withdraw the use of such access codes at any time should we feel that their use is being abused or is likely to be detrimental to our business in any way.

17. Our liability to you

We accept liability for, and totally restricted to, services booked via NAF Conference Centre and Suites website in accordance with the Booking Terms & Conditions current at the time of booking. We can not accept any other form of liability.

18. Website Privacy

Electronic mailing list: NAF Conference Centre and Suites operates an opt-in email policy. In order to receive details about special offers and promotions from us by email you must opt-in to our mailing list. If at a later date you wish to opt out of our mailing list you can use the link or email address provided at the bottom of any of our emails to do so. Alternatively, you can unsubscribe by sending an email to: xxxxxxxxx.

We do not send unsolicited email communications and we do not sell, exchange or trade email addresses to or with third parties.

Reservations: In order to guarantee your reservation you will need to provide us with specific personal details relating to that reservation. Your details will be used only for the purpose of handling that reservation and will be provided to the hotel in which you are staying for that specific purpose.

When making a reservation you will be transferred to a secure (SSL) server in order to provide credit or debit card information. When you are transferred to this secure server you will see a padlock icon in the bottom corner of your browser window and the URL of the page you are viewing will begin with "https". Any information you provide while you are within this secure environment is encrypted and cannot be read by a third party.

When you make a reservation we will use your email address for the purpose of fulfilling that reservation. This will include sending you an email to confirm your reservation and may include additional communication should we need to contact you regarding specific requirements or a cancellation. If you choose to opt-in to our mailing list during the booking process, then we will store the contact details that you have provided so that we may fulfil your request for future communication.

Enquiry forms: Information you provide to us using an enquiry form on NAF Conference Centre and Suites website is used only for the purpose of fulfilling that enquiry.

19. Third party websites and viruses

NAF Conference Centre and Suites cannot be held responsible for the accuracy, content, or availability of information about the hotel or our organisation that may be found on third party websites. Neither are we responsible for the content or privacy policies of any third party websites that have links to or from NAF Conference Centre and Suites website.

Attempts to interfere with the operation of our website, by whatever means, or any attempt to place an unreasonable or disproportionate load on our website or server infrastructure is prohibited.

In the event of our website failing to operate, either in whole or in part, due to infections by computer viruses, bugs, tampering, unauthorized intervention, fraud, technical failures or any other causes beyond reasonable control, we reserve the right in our sole and absolute discretion to prohibit usage of our site and to cancel, terminate, modify or suspend the site.

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Information on our site is intended for your reference only. If you have any specific queries you should contact NAF Conference Centre and Suites direct.

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