

## **Grand Hotels' Website Regulations**

### **1. General**

**1.1** The websites [www.grandhotels.co.il](http://www.grandhotels.co.il), [www.grandcourt.co.il](http://www.grandcourt.co.il), [www.grandbeach.co.il](http://www.grandbeach.co.il) and [www.grandhotels-israel.com](http://www.grandhotels-israel.com) are the official websites of J.M.S James Management LTD, # 513605188, for the Grand Court Hotel Jerusalem and Establishment nahal Grand Beach hotel #557528510, for the Grand Beach Tel-Aviv (here are "the companies").

**1.2** Every purchaser and/or person interested in purchasing services via the websites and/or anyone who enters the websites (from hereon in: "the purchaser"), makes a declaration and is obligated that he is aware of these regulations relating to the websites and agrees to the instructions contained therein, and he will not make a suit or claim, either directly or indirectly, against the websites and/or its operators and/or its owners and/or its managers and/or those working on its behalf. Reservations made via the websites of accommodation (from hereon in: "the services") in the Grand Hotels is a binding procedure that is equivalent to reservations made via all other means through the Reservations Office.

**1.3** Parts of the websites are written in the masculine form for the purpose of convenience only, but are aimed at men and women alike.

**1.4** Every purchaser and/or person interested in purchasing services via the websites and/or anyone who enters the websites declares that all of the information or parts of it as shown via websites are the owner's property and are for personal use only.

**1.5** Illegal use of this website or any of the information contained therein contravenes the copyright or the laws associated with them.

### **2. Limitation of Responsibility**

**2.1** Grand Hotels Management and/or the operators of the website and/or the owners and/or the managers and/or whoever works on their behalf is not responsible for the fact that the system through which the website operates, be clean of viruses or other components that may cause damage to the personal computer of the purchaser at the time that he enters the website and/or purchases services via the website and/or uses the website in another manner.

**2.2** Grand Hotels Management is not responsible for damage that is caused as a result of failure or delay during the time that the purchaser is trying to use the website, including using it in order to make a reservation.

**2.3** Grand Hotels Management will not accept responsibility for any illegal activities on the website by a purchaser or any other person that is not under its control.

**2.4** At any stage, Grand Hotels Management is qualified to cease or prevent communication or access of the purchaser to any part of the website.

### **3. Making a Reservation**

#### **3.1 General**

**3.1.1** The use of the website is for making reservations and giving information, using the website for any other purpose is illegal.

**3.1.2** Reserving a room at the Grand Beach Hotel or the Grand Court Hotel can be done either through the reservation department in the hotels: Grand beach: 03-5433330, Grand Court Hotel Jerusalem: 02-5917779, or through this website.

**3.1.3** Any purchaser who wishes to make a reservation through this website must type in his personal details including I.D. number or Passport number and credit card details.

#### **3.2 Details of the Purchase of Services**

**3.2.1** When the purchaser wishes to purchase services via the websites, he will be asked to provide personal details (from hereon in: "details of the purchase"). The owners of the websites and/or the operators and/or those who own it and/or the managers and/or those working on their

behalf are not responsible for human error made by the purchaser in typing the details of the purchase, including a mistake in the choice of the room type, the date, number of beds and any other service that was reserved by the purchaser via the website.

**3.2.2** Grand Hotels is not in any way responsible, either directly or indirectly, in the event that details of the purchase were not accepted on the system, and/or for

**3.2.3** Any technical and/or other problem that prevents the purchaser from purchasing services via the websites.

**3.2.4** Typing false details of purchase is a criminal offence. Legal steps will be taken against those who present false information, including claims for damages that could be caused to the website, to its operator and/or its owners and/or its managers and/or those working on their behalf.

### **3.3 Implementation of the Reservation**

**3.3.1** Credit card details are required only to secure the reservation.

**3.3.2** The purchaser will receive an automatic answer by email confirming the reservation, once all the credit card details have been provided.

**3.3.3** The purchaser must print out this confirmation and present it to the reception, upon his arrival at the hotel. The confirmation of the reservation is done automatically, whereas the charge will only be made to the credit card upon arrival at the hotel.

## **4. Conditions and Limitations**

**4.1** Grand Hotels Management reserves the right to cancel or change the conditions related to the acceptance of reservations, as well as the prices published on the website.

**4.2** Where the prices are displayed in dollars, the exchange will be calculated according to the representative rate fixed on that day by the Bank of Israel.

**4.3** The stay of the purchaser will commence at 14.00 of the day of the reservation and end at 12.00 on the day of check out.

**4.4** A baby is defined as up to 2 years and a child from 2 to 12 years, as regards the stay in the hotel.

**4.5** There is no duplication of deals.

**4.6** A reservation can be made only by an adult over the age of 18.

**4.7** Children under the age of 18 must be accompanied by an adult over the age of 21.

**4.8** The number of places is limited and the implementation of the reservation is based on availability only.

**4.9** All the pictures featured on the website are for illustrative purposes only. Since the pictures are displayed on the computer screen of the purchaser and/or on the printer of the purchaser's computer, there could be discrepancies and differences between the appearance of the products in the picture and their appearance in reality.

## **5. Policy Regarding Reservation Cancellations**

### **5.1 Canceling in Regular Season**

**5.1.1** Canceling a reservation up to 48 hours before expected arrival date is without any cancellation fee. Within 48 hours, the reservation will be charged for one night for each room reserved and on the meal plan that was reserved.

### **5.2 Cancellation Policy for Holidays (Jewish, Christian and Muslim), the Month of August and Cultural Events:**

**5.2.1** During the months of August and holidays, cancellations can be made within 14 working days before the expected arrival date with no cancellation fee.

**5.2.2** 14 days prior to the arrival date at the hotel, full payment is required in order to secure the reservation.

**5.2.3** If a reservation is cancelled within less than 14 working days, there will be a full cancellation fee.

**5.2.4** In case of a no-show, the hotels have the right to decide whether or not to charge the full amount.

**5.3** Nonrefundable Reservations

**5.3.1** The rate is nonrefundable.

**5.3.2** Full payment is required upon booking.

**5.3.3** No refunds will be given.