

# **The Lodge B&B - Terms and Conditions**

## **Arrival and Departure**

**PLEASE NOTE** we are a small, family-run B&B and are not able to operate a 24-hour reception.

**Check-in** is from 15:00 to 20:00. If you plan to check-in after 20.00, please contact us to agree in advance as we may be out! Early check-in may be possible (again please check with us) but is subject to an additional £10 fee.

**Check out** is at 11:00. Late check out may be available (please check with us), but is subject to an additional £10 fee.

When leaving or arriving at The Lodge before 8.00 and after 10.30, please keep noise to a minimum to avoid disturbing other guests, and our neighbours.

We operate a minimum two-night stay policy at the weekend i.e. Friday/Saturday or Saturday/Sunday.

## **Reservations**

Payment is required in full prior to your stay. Our preference is that you make and pay for your booking through The Lodge website. If you are unable to book and pay using the website, please phone or email us and we will provide you with our online banking details so that you can arrange online payment from your bank account. We also accept cheques by post. However, we will need to wait for the cheque to clear before we confirm your booking. If the cheque is returned unpaid by the bank, we will seek recovery of bank charges.

## **Cancellation**

**By you:** If you cancel your booking (or part of your booking) more than 7 days before your scheduled date of arrival, we will provide a full refund (less a 10% administration fee). If you cancel your booking (or part of your booking) between 3 and 7 days before your scheduled date of arrival, we will refund 50% of your payment. If you cancel your booking (or part of your booking) less than 3 days of the scheduled date of arrival, you will not be eligible for a refund. To make a cancellation please phone or email us, including your contact details and scheduled date of arrival. Cancellation or early departure during your stay will not be eligible for a refund.

If you've booked through a third party (for example AirBnB) we are unable to cancel your booking. If you're unsure about your travel plans you might be wise to take out some travel insurance.

**By us:** We will only cancel your booking if the booked room is unavailable for reasons beyond our control. We will attempt to offer you an alternative room, if available. If the alternative room is not acceptable to you, we will refund your payment in full. Our liability does not extend beyond this refund.

## **Termination**

The Lodge reserves the right to terminate your stay, without notice, if you are acting in a manner that is likely to cause danger or offence to the owners or to other guests. In this case, no refunds will be made.

## **Car Parking**

A private car park, with parking for four vehicles, is available for guests. Cars are parked in this car park at their owners' risk.

## **Smoking**

The Lodge is a completely smoke free building and smoking is not permitted in any of the bedrooms or public spaces. Smoke detectors are fitted throughout the property. Please note that any guest who contravenes this booking condition may be asked to leave immediately and may be liable for professional cleaning of any rooms. Refund on any nights booked but not taken through early departure will not be given.

## **Pets**

Unfortunately we don't accept pets at The Lodge. However, our neighbor runs a small pet hotel (rabbits, guinea pigs, gerbils etc., but not cats and dogs), so if you wish to bring them with you, we can put you in touch with her.

## **Keys**

You have access to The Lodge (front door key and room key) throughout your stay, using a set of keys given to you when you register. You are asked to keep these keys safe and return them at the end of your stay. Lost keys will be charged at £15.00 per set.

## **Damage and Breakages**

You are liable for any breakages or damages which you cause to the building or its contents during your stay. Please report these as soon as possible, especially if you accidentally spill something – it's much easier to avoid damage if we know what has been spilled and we act quickly. We do not normally charge for accidental breakages, but we reserve the right to charge for repair or making good if the damage is significant.

## **Lost Property**

We are happy to return items that have been left following departure. However, there will be a minimum charge of £5.00 to cover postage and packaging.