

# The Lodge Booking Terms and Conditions

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## **Members of The Hospitality Association, VisitBritain & SouthWest Tourism**

Thank you for choosing to book with **The Lodge**. We look forward to welcoming you. By making this booking you are entering an agreement with us. Please read our terms and conditions of booking below.

### **Prices**

The price of the accommodation includes the following:

Electricity, linen, cleaning, hot water, central heating and breakfast (if required).

### **Pets**

Well-behaved pets are permitted by prior arrangement only at the additional cost of **£5.00** per pet/per night.

### **Acceptance of Children**

We welcome children of all ages.

### **Cancellation and Insurance**

By making your booking, our agreement is a legal contract and your deposit is non-refundable. If you cannot take your accommodation and the booking cannot be re-let, you are still liable to pay for the first two nights of the booking, even if we have not yet received your balance.

If we do succeed in re-letting the booking, you are no longer liable for the balance, or we will refund it to you if you have already paid it, less a **10%** administration fee.

We state in our literature a 48 hour cancellation policy applies. If a reservation is cancelled giving at least this period of notice prior to the date of the proposed stay, we agree to charge for the first two days of any booking only, in the event that the booking cannot be re-let. However, if the reservation is cancelled within the 48 hour time frame requested you are still liable to pay for the first two nights of the booking, as stated above.

Please note that your deposit is not refundable under any circumstances. We would recommend that you take out cancellation insurance to cover this cost.

The International Air Tattoo is an annual event that takes place each July. As accommodation is at a premium at this time we increase our rates for that weekend (please contact us direct for details). Please note that payment for the accommodation in full is required two weeks prior to the event.

### **Non-availability of Accommodation**

We would only cancel your stay if your accommodation was unavailable for reasons beyond our control. We would however attempt to offer you alternative accommodation. If this was not possible, or unacceptable to you, then we would refund all monies paid by you for the accommodation. Our liability would not extend beyond this refund.

### **Arrival**

Your accommodation will be available to you from **noon** on the day of arrival, unless otherwise arranged. We may not be able to accommodate you if you arrive earlier than the agreed time as we will be busy preparing your rooms.

### **Late arrival procedure**

Please ensure you contact us no later than **noon** to let us know if you will be arriving later than 10pm. Failure to notify us may result in the room being re-let or the full cost of the room being charged to your credit card.

### **Departure**

Please be ready to leave the accommodation by **10.30am** on the day of departure, unless otherwise arranged. We will provide you with an invoice, payable on departure which will include any additional services you may have used during your stay.

### **Damages and Breakages**

Please take care when staying in our property. You are responsible and liable for any breakages or damages, which you cause, to the accommodation or its contents. All we ask is that you report any incidents as they occur. We do not normally charge for minor breakages, but we may send you an invoice for repair or making good if the damage or breakage is significant, and we may make an additional charge of **£50.00** if you did not report this.

### **Liability**

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

### **Privacy Policy**

Any data collected during the course of this booking will be stored on our computer(s). With your permission we may from time to time contact you about promotions and offers. We will not share your details with any third party.

A warm welcome awaits you at **The Lodge**.

