

# The Old Lodge Terms and Conditions

## Prices:

Our prices are all available to view on our website, under the 'Room photos' page. Here is the link to the page where our room prices are is:

<http://www.theoldlodgemalton.co.uk/rooms/index.phtml>

All prices are per room per night, and usually on a Bed and Breakfast basis, although room only and bed, breakfast and evening meal rates are available. All prices are inclusive of VAT. All accounts must be settled in full at time of checkout unless by prior arrangement. All reasonable care is taken when printing brochures etc, however we reserve the right to amend prices as necessary.

## Cancellation policy:

A deposit of £40.00 per room per night will be charged. This is refundable up to 24 hours before your booking, and becomes non-refundable after that.

## Check in and Check out

Check in time is 2pm. On occasion it may be possible to check in before this time, however this can't be guaranteed. You are welcome to leave luggage before this time. Check out time is 11am

## Late arrivals

We are very happy to make you some sandwiches and keep them in the fridge for you if you are arriving late– please just ask when booking.

## Smoking

The Old Lodge is a no smoking establishment. Smoking in bedrooms is strictly forbidden, and will attract an extra night's tariff to allow us time to decommission the room and deep clean it.

## Children:

There is a charge of £15 per night for use of a camp bed and breakfast.

## Pets:

Well behaved pets are welcome in some of our rooms, at a charge of £10 per dog per night. Please do not allow your dogs on the soft furnishings. An extra charge may be made if we have to dry clean bedding etc

## Car Park

You will have complimentary use of our large car park for the duration of your stay. Although CCTV is in operation throughout the Car Park, please do not leave any valuables such as phones, brief cases and sat navs in your car. Space near the front door of the Lodge is available for disabled and single female residential guests.

## Complaints

Any complaint regarding the hotel must be brought to the attention of the hotel management as early as possible during your stay and, if not resolved to your satisfaction, should be notified to the Lodge in writing

## Food

The Old Lodge dining room is open for breakfast from 7am to 9am Mon to Fri, and 8am to 9.30am at weekends. It is open for lunch from 12-2pm, and evening dining from 6.30-9pm. It is open all day Sunday, from 12-9pm.

Please do not bring your own food into the Lodge– we are unable to be responsible for the safety of this under health and hygiene regulations. This includes the use of outside caterers, hog roasts, chocolate fountains etc., unless they are reputable registered suppliers with adequate training, qualifications, insurance etc. This must be discussed with us before being booked. We also strongly recommend that you do not take home food from buffets and functions. Our food is always fresh, safe and of high quality when served to you, but it may not be safe to eat after being in an un-refrigerated environment for a number of hours.

## Damages

We reserve the right to make a charge for any damages or spoilage to the fabric, fittings and furnishings of the Lodge. The Lodge accepts no responsibility for any loss of, or damage to personal items. You must comply with any reasonable request from any member of staff employed by The Old Lodge.

## Your information

We do not modify, copy, distribute, license, sell or redistribute any of your personal information. We do not seek or hold information about you which is excessive for its purposes and we will endeavour to keep any information about you up to date and accurate. We will delete from its systems all details held about you which are no longer necessary and endeavour to protect your personal data against unauthorized or unlawful use.