

The Old Lodge Terms and Conditions as from 1st Feb 2011

Our current room deposits and prices are as stated on our 'Room photos' page, under 'Accommodation' on our website. All prices are per room per night, on a Bed and Breakfast basis unless otherwise stated, and 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 per room per night deposit on your room 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 3pm, and check out is 11am. You are welcome to leave luggage before this time. Early check in from 12 midday costs £40 and late check out to 1pm costs £20. Early check in and late check out are subject to availability.

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:

Children aged 3 and under are free. There is a charge of £20 per night for use of a camp bed and breakfast for children aged between 4 and 15. Guests who are 16 and over are classed as an adult.

Pets:

Well behaved pets are welcome in some of our rooms, at a charge of £12.50 per dog per night. Please do not allow your dogs up onto the beds or 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. 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.