

# Foxglade Lodge Terms and conditions

## Terms & Conditions

### Check-in/out Times

Foxglade Lodge can be occupied from 4pm on the day of arrival and should be vacated by 10:30am on the day of departure.

### Payment

Bookings are secured by payment of a non-returnable deposit of 20% (or full payment for bookings under £500). You will be asked to pay a deposit of 20% of total cost at time of booking. We are happy to accept cheques and BACS transfer. The balance of your booking is payable 4 weeks prior to your visit. The Owner reserves the right to cancel a Booking where full payment has not been received within 7 days after the due date.

### Changes to Bookings

If you wish to amend your booking please advise us as soon as possible and we will make every effort to meet your requirements.

### Cancellations by the Guest

Cancellations more than 4 weeks before the start of the booking will incur no further charge beyond the deposit. If you cancel less than 4 weeks before the start of the booking, you will be liable for a cost equal to any loss of income incurred if we are unable to refill the ensuing vacancy. We recommend you take out insurance to cover your costs should you have to cancel your booking.

### Cancellations by Foxglade Lodge

Foxglade Lodge reserves the right to cancel any booking without liability on its part in the event of any damage or destruction to the facilities by fire or flood or cause beyond the control of Foxglade Lodge which shall prevent it from performing its obligation in connection with any booking. Foxglade Lodge will not be responsible for any consequential loss arising from such circumstances. Foxglade Lodge strongly recommends that guests purchase Holiday/Travel Insurance. In the event that Foxglade Lodge is forced to cancel your booking, we can hold the value of your booking on account for you to rebook within a calendar year.

### Return of Lodge Keys

There will be a £25 charge should a guest lose, damage or fail to return keys.

### Parking

Own drive parking for 2/3 cars. Cars are parked at their owners'/drivers' risk and Foxglade Lodge cannot accept responsibility for any damage or theft occurring to vehicles.

### Children

All children are the responsibility of their parents/carers and must be under supervision at all times. Foxglade Lodge cannot accept responsibility for any accident or injury which might occur whilst staying at the Foxglade Lodge. The Lodge is unsuitable for children under 8 due to an unfenced pond.

### Pets

No pets are allowed.

### Housekeeping

We would kindly request that the Lodge rooms are kept in a reasonable order. Should excessive cleaning be required a surcharge will be added to account for this. Please remember that rural properties do attract spiders and therefore cobwebs. It does not mean that the Property is dirty or has not been cleaned as cobwebs can be spun almost as quickly as they have been cleaned away!

### Smoking

In line with government legislation, smoking is prohibited inside Foxglade Lodge. Guests who breach our no smoking policy will be charged for de-fuming costs. A fine of £50 will be levied per guest.

### Inappropriate Behaviour

All our guests have the right to be treated with dignity and respect. Should the management deem any actions by a guest inappropriate, or if any illegal or inappropriate behaviour is brought to the attention of the owners, Foxglade Lodge reserves the right, after any allegations have been investigated, to take action against the guest, which may entail asking the guest to leave or involving the police.

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## **Your Responsibilities**

For the duration of your stay at the Property, you will be responsible for the Property and will be expected to take all reasonable care of it. The Property and all equipment and utensils must be left clean and tidy at the end of the hire period. If a Property is not left clean and tidy, any additional cleaning costs will be charged. Should there be any specific health or mobility difficulties which may affect a party member; this must be pointed out at the initial reservation stage so that the suitability of the Property can be assessed. The Property (including any car parking spaces) must be vacated by 10.30 am on the day of departure.

## **Damage to Property**

We reserve the right to charge guests the cost of rectifying damage caused by accidental, deliberate, negligent or reckless acts of the guest to any property of Foxglade Lodge. We will however make every effort to rectify any damage internally prior to contacting specialists to make the repairs. The Owner has the right to enter the Property (without prior notice if this is not practical or possible) if special circumstances or emergencies arise (for example if repairs need to be carried out). The Owner reserves the right to repossess the Property at any time where you or any member of your party has caused damage, and in such circumstances the Owner shall not be liable to make a refund of any remaining portion of the Guest Price.

## **Removal of Property**

We reserve the right to charge guests the cost of replacing any items that are removed from the premises by them without consent. The charge will be the full replacement amount of the missing item, including any carriage charges.

## **Tampering with Fire Detection Systems and Fire Fighting Equipment**

We reserve the right to take action against any person found to have tampered/interfered with any fire protection equipment throughout Foxglade Lodge. Guests found to have tampered with such equipment will be charged with any costs incurred by Foxglade Lodge due to their actions and may be asked to leave. Depending on the severity of the guest actions, the police may be contacted.

## **Lost Property**

Foxglade Lodge is not liable for any loss or damage to the property of the client or any person as may occur within the constraints of the Hotel Proprietors Act 1956. If we find any lost property, we will make every reasonable effort to return it.

## **Use of the Grounds**

We are pleased for guests to use facilities within our grounds. Foxglade Lodge cannot accept responsibility for any accident or injury which might occur whilst staying at Foxglade Lodge. The Owners cannot accept responsibility or liability for work taking place outside the boundary of the Property, or for noise or nuisance resulting from third party activity over which they have no control.

## **Wi-Fi**

Please note that its provision is subject to availability and network conditions. It may not be available 24 hours a day.

## **Data Protection**

Foxglade Lodge will process your data in accordance with its Privacy Policy and its Cookie Policy. These policies form part of these terms and conditions so please take the time to read them.

At all times your data will be held securely and protected in line with UK data protection legislation.