



Redbrook Lodge

bed and breakfast

Terms and Conditions

We look forward to welcoming you to Redbrook Lodge.

When you make your booking you are entering in to a contract with us and will be subject to the following Terms and Conditions.

Booking and Deposits

Bookings must be made by persons 18 years and over.

In order to confirm a booking a deposit will be required as follows:

If booking 1 room for 1 night – 50% of the total including any supplementary charges

If booking more than 1 room or more than 1 night – 25% of the total as above

The remaining balance will be payable on departure, or earlier if you so choose.

Payment Method

Payment of a deposit to confirm your booking can be by cheque sent to our postal address, or by bank transfer. We will supply our postal address and bank details during the booking process.

Cancellation by you

We understand that unforeseen circumstances can arise and we will aim to be as helpful as possible in such cases. However, the following conditions will apply:

Cancellation more than 7 days prior to arrival - your deposit will be refunded in full.

Cancellation less than 7 days prior to arrival - your deposit will be forfeit, except in certain circumstances.

Cancellation by us

Should it become necessary for us to cancel a booking for any reason we will contact you immediately and refund in full all payments made by you.

Liability

Cars are parked at owners' risk.

We will 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 us.

Damages/breakages/missing items

We would ask you to respect our home and possessions and to let us know immediately if an accident happens.

We will endeavour to rectify any problem ourselves, however if the damage is significant or beyond our capabilities to deal with we will charge the current price of replacement or repair.

Any items missing from rooms upon departure will be charged at the current cost of replacement. A charge of £100 to cover deep cleaning will be automatically charged for rooms that are left in an unacceptable state.

In the event of a room being rendered unfit for the next guest we will also make a charge of the total amount of lost booking fees.

Lost property

We are happy to return any items left following departure. There may be a charge to cover postage and packaging.

Smoking

Smoking is not allowed in any part of the house or generally in the grounds. However please speak to us about designated areas for smoking outside the house.

Arrival

You can have access to your room/s from 4pm on the day of arrival. If attending a wedding an earlier time can be arranged by prior agreement.

During your stay

Breakfast is served at a time of your choosing between 8am and 10am. If you need an earlier breakfast please let us know.

We reserve the right to terminate your booking immediately without being liable for any refund or compensation if you engage in unacceptable behaviour that causes a disturbance to other guests.

Departure

We ask that you vacate your room by 11am on the morning of departure.

Additional services

Any extra services that we may provide in the course of your stay are in addition to and not part of the standard contract between us.
