

Lodge Terms & Conditions

Liability

Guests' liability for their account is not waived and guests agree to be held personally liable in the event that any indicated person, group, company or association fails to pay all or part of any charges incurred.

Damage to Lodge property

We reserve the right to charge guests the cost of rectifying damage, caused by the deliberate, negligent or reckless act of the guest to the Lodge's property or structure. Should this damage come to light after the guest has departed, we reserve the right to make a charge to the guest's credit / debit card, or send an invoice for the amount to the registered address. We will however make every effort to rectify any damage internally prior to contracting specialists to make the repairs, and therefore will make every effort to keep any costs that the guest would incur to a minimum.

Removal of Lodge 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. Should the fact that the item is missing come to light after the guest has departed, we reserve the right to make a charge to the guests credit / debit card, or send an invoice for the amount to the registered address.

Tampering with fire detection systems and fire fighting equipment

We reserve the right to take action against any guest found to have tampered / interfered with any fire detection equipment throughout the Lodge, including detector heads in public areas and bedrooms, break glass points and fire extinguishers. Guests found to have tampered with any fire detection or fire fighting equipment will be charged with any costs incurred by the Lodge due to their actions and additionally may be asked to leave the Lodge. Depending on the severity of the guest actions, the Police may become involved at the Lodge's discretion. Should the fact that fire fighting or detection equipment had been tampered with come to light after the guest has departed, we reserve the right to make a charge to the guests credit / debit card, or send an invoice for the amount to the registered address.

Inappropriate behaviour

It is the Lodge's policy that all our guests have the right to be treated with dignity and respect and as a responsible host we believe that we have a duty to our guests to protect them from inappropriate behaviour. Should any actions by a guest be deemed inappropriate by the Duty Manager, or if any inappropriate behaviour is brought to the attention of the Duty Manager, the hotel reserves the right, after any allegations have been investigated, to take action against the guest. Depending on the severity of the guest actions, the Police may become involved at the Lodge's discretion, or guests may be asked to leave the Lodge.

Lost / Damaged property

Should any guest lose any belongings during their stay or incur damage to their property, the provision of the Hotel Proprietors Act 1956 will apply, a copy of which is displayed in each bedroom. If we find any lost property, we will make every reasonable effort to locate the owner and return it, but if we cannot locate the owner and an item is not reclaimed with 3 months of the guest's departure it will be disposed of by the Lodge.

Check in / Out times

Check in and Check out times are explained when bookings are made. Any extension to the check out time, either pre-arranged or as a late departure, may incur a charge upon departure.

Vehicles

All vehicles are parked at the owners' risk. Should a problem occur with a vehicle in the Lodge or Centre car park, the Lodge cannot accept any liability.

Nothing in these terms or conditions shall limit or restrict the guests' legal rights as a consumer. Advice concerning such rights may be obtained from a Citizens Advice Bureau.

Child Policy

The Lodge recognise children as being 12 or under. Please be aware that individuals over 12 will be classed as adults and charged accordingly on arrival.

Main Provisions of The Hotel Proprietors' Act 1956

Definition of a hotel

The Act defines an hotel as "an establishment held out by the proprietor as offering food, drink and, if so required, sleeping accommodation, without special contract, to any traveller presenting himself who appears able and willing to pay reasonable sum for the services and facilities provided and who is in a fit state to be received."

Hotelier's responsibility for guest's property

The proprietor of any hotel has a duty to take reasonable care of the property of his guests brought to the hotel, whether resident or not. If it is lost or damaged through the negligence of the hotel, the proprietor may be liable. In addition to this duty, which an innkeeper has in common with others who are not innkeepers (private hoteliers), an innkeeper has, in certain circumstances, strict liability for the property of his resident guests.

The proprietor can avoid his liability only if he can prove that the loss or damage was caused by the guest's own negligence, or by an Act of God, or by an Act of the Queen's enemies.

Innkeeper's strict liability

This liability, which applies only to innkeepers, whether they have been negligent or not, extends to the loss or damage of guests' property only if at the time of the loss or damage sleeping accommodation had been reserved for the traveller; and the loss or damage occurred between the midnight immediately preceding and the midnight immediately following his stay at the hotel

The strict liability does not apply to vehicles or property left in them, horses or other live animals or their harness or other equipment, although the innkeeper still has a duty of reasonable care for them. As strict liability no longer applies to these items, the innkeeper no longer has a right to detain them as security for unpaid bills.

Limitation of strict liability

The innkeeper's strict liability is limited to £50 for any one article and to £100 in respect of any guest, if he exhibits a copy of the statutory notice, given in the Act, and in the way prescribed by the Act. If a copy of the statutory notice is not displayed, or not displayed as laid down by the Act at that time when the property was brought to the hotel, the innkeeper loses the protection of limited liability and becomes fully liable for the whole amount of the loss or damage.

Innkeeper's full liability

In addition to full liability arising when the innkeeper does not display a copy of the statutory notice as laid down by the Act, the innkeeper loses the protection of limited liability and becomes fully liable for the whole amount of the loss or damage if the property was stolen, lost or damaged through the default, neglect or wilful act of the proprietor, or his staff; or was lost or damaged whilst expressly deposited for safe custody; or was refused for safe custody, or through some other default on the part of the innkeeper or his staff, it was not possible to deposit it for safe custody.