



## Terms and Conditions

### Booking Terms

These booking terms ('Booking Terms') are between the organisation, person or lead guest making the Booking, and The Bowden Lodge (18 Albert Road, Southport, Merseyside, PR9 0LE). These Booking Terms are for the provision of guesthouse accommodation services, These Booking Terms are governed by English law and apply to all Bookings. By making a Booking You are deemed to accept and be bound by these Booking Terms. The maximum number of staying guests per room is illustrated in the room occupancy details on the website. Where the organisation /person making the booking is different to the lead guest taking up the occupation, the organisation /person making the booking may be held responsible for cancellation, non-arrival and damages as set-out within. Only the lead guest and the named booking party can use the property and its facilities, any third-party visitors are only allowed access at our express permission.

All guests agree to respect the privacy and peace of all other staying guests, neighbours and the owners at all times. We reserve the right to cancel a booking with immediate effect if guests are not honouring this agreement or causing a disturbance / nuisance to other guests, neighbours or the owners. You must be able to enter a legally binding contract and be over 18 years of age to make a Booking.

### Pandemic Occurrence

We are committed to keeping our staff and guests safe during any pandemic occurrence. During any such outbreak we will follow the Government Guidelines and expect our guests and staff to do the same.

#### Hand Sanitisation

There are several hand sanitisation stations around the property for guests and staff to use.

#### Servicing of Rooms

Rooms will be tidied once guests have gone out for the day.

#### Develop Symptoms

If you or any of your group develop symptoms within four days prior to check-in, please follow Government guidelines. If you develop symptoms whilst staying at The Bowden Lodge, you need to inform us immediately on 07484 547340 and you and all guests sharing your room should follow Government guidelines. Please be aware that under these circumstances all staff will be prohibited from entering your room. If your stay is extended, you will be liable for the additional costs incurred.

#### Cancellation Policy due to Pandemic Occurrence

Our cancellation policy will remain unchanged, and all the information is detailed below.

### Booking Deposit

To secure any booking we require a valid debit / credit card number and supporting information, or a bank cheque made out to the Value of one-night accommodation. We do not accept cheques or postal orders to secure bookings.

### Cancellation by you

If you cancel three days or more before your arrival date, we will destroy your card details and there will be no ongoing charges made against you. If you cancel less than three days before your arrival date, we will take the total value of your booking from the card details provided. **We recommend that you take out travel insurance which provides for cancellation cover.**

Cancelling on check in date or failure to check in ("no-show"), or leaving before your due departure date, we will take the total value of your booking. **We recommend that you take out travel insurance which provides for cancellation cover.**

### Cancellation by us

In the unlikely event that we are forced to cancel your booking, due to circumstances beyond our control, we will attempt to offer you alternative accommodation. If suitable accommodation is not available (or unacceptable to you) then we will refund all monies already paid by you and confirm that you will not be liable for any further payments to us. In any circumstances where you are entitled to compensation, the limit of our liability to you arising from our breach of contract will be up to a maximum of 150% the cost of your booking.

### Payment

Fill payment is due at check-in. Payment for any outstanding balance for the cost of your stay and any extras incurred (e.g. mini bar) will be payable on departure. Please note we do not accept American Express. In exceptional circumstances any charges raised against us by our banks for handling dishonoured bank transfers or any other payments, must be reimbursed by the organisation / person /lead guest within seven (7) days of any request to do so.

## Prices

Prices quoted are for room and breakfast only and are based on the information you have provided. If the information changes prior or during your stay you may be liable for additional costs. Any extra costs incurred during your stay (products from the mini bar for example) will be charged on check out.

## Arrival and departure

You will be able to check in between the hours of 4pm and 10pm Please phone in advance to advise of an estimated time of arrival, as our reception is not continually manned. Arrivals after 10pm are by prior arrangement only. If prior arrangements have not been made, and you do not arrive by 10pm, we reserve the right to treat it as a "no-show". Your booking may be cancelled, and we have the right to re-let your room. We request that you vacate your room 10.00 a.m. on the day of departure.

## Amendments

To make any amendments to your booking simply call us on 01704 543531 or in cases where you've used a 3<sup>rd</sup> party agent, please contact your agent.

## Damages & Lost Property

We reserve the right to charge the lead guest for any damages caused during the stay by any member of the booking party. This includes breakages, spillages, stains, damage to furniture or fixtures and fittings. Any accidental damages should be reported as soon as possible in order to minimise damage and associated costs. Lost front door keys will result in a charge for replacing the lock and 20 keys. Loss of room keys / fobs / access cards will incur a replacement charge per item.

For any items discovered damaged or missing after you depart, or for the cost of reinstating the room back to a lettable condition (for any time period for which it is considered un-usable due to damage caused by you or your party), we reserve the right to charge the debit/ credit card used to secure the booking.

Any lost property, if discovered and found, left behind by guests during a stay will be held for a period of 1 month. While we will make our best efforts to reunite lost property with their owners, we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belonging before checking-out. We may offer to post lost items via recorded delivery at a cost to the lost property owner, otherwise collection can be arranged.

## Golf Clubs

Golf clubs are not permitted in the guest bedrooms. Secure storage can be provided on the Ground floor if required. Please be aware the secure storage offered is part of our private accommodation, and access is denied after 10pm until 6am the following morning.

## Smoking

We are a No Smoking establishment. Smoking of any products including, but not limited to cigarettes, pipes, cigars, vaping, snuff or chewing tobacco, is only allowed in the designated area (under the front porch) and is in accordance with the Health Act 2006. For individuals found smoking in prohibited areas, an on the spot fine of £50.00 is mandatory.

## Parking

On-site parking is provided, and guests accept that they park their vehicles at their own risk. Parking is not guaranteed and is on a first come first served basis.

## Pets

Sorry, we do not accept pets.

## WiFi Usage Policy

The Internet access provided is intended for general use such as access to the world wide web, email, messaging, social media, light video / music / media streaming. It is not intended or ideally suited for heavy media streaming, online gaming, extensive downloads / uploads. Access to illegal activity or use of our network for illegal activity is not permitted and will be reported to local authorities.

## Our Liability

We do not accept any liability for damage to your property or injury to you (or other members of your party) whilst on our premises unless caused by the negligence of us, or our employees.

## Law

Any dispute between us will be governed by the non-exclusive law of the English Courts.

## Your Personal Details & Privacy

We are required to keep a register of guests over the age of 16 who stay with us, this includes full names and nationality, and/or passport numbers, place of issue, details of next destination if they are non-British, non-Irish or non-Commonwealth guests. This is in accordance with the (Immigration (Hotel records) Order 1972). These records are kept for a minimum of 12 months and in accordance with the DPA (Data Protection Act 1998) and the GDPR (General Data Protection Regulation).