

Deposit - A non-refundable deposit is required at the time of booking and will be the cost per room of one nights' accommodation to be paid by credit or debit card, this however will be credited in the form of a voucher to use for a future visit should you cancel. **(Due to the current Covid restrictions for all bookings received from 1<sup>st</sup> April, 2021)**

The hotel reserves the right to charge the full amount of the accommodation on to the registered credit card on the day of arrival.

Final Payment - Payment for the balance of the cost of your booking should be made prior to departure (credit or debit card). Credit facilities are not available unless prior arrangement has been made with Brathay Lodge. When booking more than three rooms, different policies and additional supplements may apply.

Any pricing errors that may occur on any booking websites will be brought to the customer's attention and rectified accordingly as per correct tariff and charged on arrival date.

Non-Availability: We would only cancel your booking if your accommodation was unavailable for reasons beyond our control. We would attempt to offer you alternative accommodation, however if this was not possible, or unacceptable to you, then we would refund all monies paid by you. Our liability would not extend beyond this refund.

The hotel reserves the right to pre authorize money during the seven day cancellation period.

Check-in from 2.00 - 6.00 pm - please contact us direct if you require an alternative Damage and Breakages - You are responsible and liable for any breakages or damage that is caused while you occupy the room including any accidents that may occur. If any damage is caused you are responsible up to the full cost of replacement or repair (this applies to the whole property). The costs will be taken from the credit card used to secure the booking or pay for the stay.

Pets - Well behaved pets are welcome in our allocated ground floor rooms, charges apply. Pets are not permitted on the furniture, in the breakfast lounge or to be left unattended in the accommodation bedrooms at any time. We reserve the right to charge a sum in the event of damage being caused, or additional cleaning is required (this applies to the whole property). NB: There will be a £13.00 fee per dog per night (from Nov 2020).

No Smoking - All public areas and guest bedrooms are strictly non-smoking. Should you have found to be smoking in your room or public areas a charge of £250.00 will be made to your credit card to cover the extra cleaning of furnishings, fabrics and loss of revenue.

The hotel terms and conditions supersede those of all booking agents.

Group Bookings - Please contact Brathay Lodge direct for terms and conditions as it will depend on group size

Cancellations - Cancellations within 7 days of arrival: the remaining balance for the full duration of the stay will be charged less revenue received from re-letting the room and will be returned in the form of a voucher valid for 12 months. Please note that a reservation is a legally binding contract and we do urge you to take out travel insurance at the time of booking. All cancellations must be sent in writing by either email or letter (recorded delivery) to ourselves and we will confirm receipt of this when received.

If you cancel after 02:00 PM hotel time, 7 day(s) prior to arrival date, the forfeiture amount will be 100% from the total stay.