

## Booking Terms and Conditions for the Bunk House, Stable Cottage & The Coach House

### Arrival and Departure

Accommodation is available from 4.00pm on the date of arrival and must be vacated by 10.00am on the date of departure. Please notify Reception of all the guest names prior to arrival in the unlikely event we have a fire evacuation.

### Payment

Bookings are secured with a non-refundable, non-transferable deposit of £250 per night, which must be taken at the time of booking. It is not possible to hold any booking on a provisional basis without a deposit.

Rydal Hall accepts payment by BACS, debit / credit card, cheque or cash. Please quote your booking reference on all payments sent and send an email to confirm the payment

Full payment must be made six weeks prior to arrival. Invoicing is by prior agreement only. Quoted prices include VAT at the prevailing rate.

### Cancellation Charges

Cancellation is 6 weeks prior to arrival without further charge and your deposit is non refundable. If you cancel within 6 weeks, you will be charged in full for your stay. All deposits are non refundable.

Payment and acceptance of a deposit constitutes a legally binding contract. All cancellations must be submitted to the Booking Office in writing or via email. .

### Included in the Rate for the Bunkhouse

Reasonable use of water, electricity and gas is included in the tariff. Car parking for 6 cars are included outside the bunkhouse with additional parking within the campsite. A parking permit must be clearly displayed in vehicles throughout the duration of the stay. Pillows and pillowcases are provided but you need to bring all other bedding and towels. Ground floor toilets and four shower rooms. The common room has tables, chairs, sofas, wood burning stove and a complimentary bag of logs. There is a fully equipped kitchen. Complimentary wi-fi.

### Included in the rate for the Cottages

All linen and reasonable use of electricity are included in the tariff. Complimentary logs are supplied just ask reception if you need any additional. Any fire must not be left unattended at any time.

### Parking

Nearby parking for the Cottages is included in the tariff and any additional parking is available in the campsite if required. Car parking for the Bunkhouse is up to 6 cars are included outside the bunkhouse with additional parking within the campsite. Extra cars are charged at £5.00 per car per day. Guests are requested to park cars only in designated car parking spaces and must display a parking permit whilst on site. Guests leave their vehicle on Rydal Hall's property at their own risk.

### Smoking

Please note we operate a no-smoking policy throughout the hotel and self catering areas. There will be an additional charge if this is not adhered to of £100.

### Candles

The burning of candles or any naked flame are not permitted within the Bunkhouse or Cottages.

### Insurance and Liability

Rydal Hall strongly advises guests and groups to take out insurance to cover their stay in the event of cancellation. The company and its employees cannot accept liability for loss or damage to any property belonging to any person or organisation whilst on any part of the site.

### Recycling

Please take any rubbish away on departure. However, we do offer limited space in our recycling area beside the Tea Shop if sorted into paper, glass and cans or general waste. Any unwanted large items must be taken away.

**Dogs**

Well-behaved dogs are permitted in the Hall at additional cost by prior arrangement. Please note that dogs must not be left unattended anywhere in the Hall at any time and must be always kept on a lead. We respectfully ask that you clean up after your dog and dispose of responsibly.

**Drones**

The use of drones is not permitted anywhere on Rydal Hall property or within the grounds.

**Chaplain**

Our Chaplain can be available to meet individuals if required. Please advise Reception as soon as possible to ensure their availability.

**Complaints**

In the unlikely event you are not satisfied, please let Reception know immediately so that we can do our best to help.

**Data Protection**

Rydal Hall does not share guests' personal information with any third party. Data collected from guests in connection with their booking will be retained in accordance with the current Data Protection legislation.