



Terms and Conditions for Individual Residents

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.

Deposits

Bookings are secured with a valid credit or debit card which must be taken at the time of booking. It is not possible to hold any booking on a provisional basis without these details.

VAT

Quoted prices include VAT at the prevailing rate.

Dietary Requirements

Please let the booking team know if you any specific dietary requirements at the time of booking. We can cater for most requests.

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.

Advance Purchase and Special Offers

Advance Purchase and Special offers must be paid for in full in advance to secure the booking. Payment for special offers is non-refundable and non-transferable.

Methods of Payment

Rydal Hall accepts payment by BACS, debit card, credit card or cash. BACS payments are preferred if possible.

Insurance

Rydal Hall advises guests to take out insurance to cover the cost of their stay in the event of cancellation.

Liability

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.

Damages

The company reserves the right to charge for the cost of repair or replacement for any damage caused or keys lost. Minimum charge of £50.00

Cancellation Charges

For individual flexible bookings our cancellation policy is 72 hours prior to arrival without further charge. If you cancel within 72 hours, it will be full charge for your stay. For groups of 5 or more, the policy is 6 weeks before arrival. All advance purchase rates are non refundable.

Charges apply to all cancelled and no show bookings, as detailed above. All cancellations must be submitted to the Bookings Office in writing or via email.

Parking

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.

Children

Children are to be supervised within the Hall at all times. Children occupying a bedroom without an adult will be charged at the full adult rate.

Chaplaincy Team

Our Chaplains can be available for groups or to meet individuals if required. Please advise the Bookings Office as soon as possible to ensure their availability.

Luggage

Luggage can be stored if you arrive early or after check out at no additional cost.

Meal Times

Breakfast 8:00am until 9.30am

Lunch 12:45pm

Dinner 6:45pm

Corkage

A licensed bar is available to guests in the Hall. We reserve the right to charge corkage at a rate of £10 per bottle in the event of guests consuming their own alcoholic beverages in the public areas of the Hall, which includes meeting rooms.

Smoking

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

Drones

For the protection of wildlife, livestock and of all our guests and visitors, the use of drones is not allowed anywhere on Rydal Hall property or within the grounds.

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.

Complaints

We hope you have an enjoyable stay. However, in the unlikely event you are not satisfied, please let Reception know immediately so we can do our best to resolve it.