



## Booking Terms and Conditions for Residential Group Bookings at Rydal Hall

**Deposits:** Bookings are secured with a non-refundable and non-transferable deposit which must be taken at the time of booking. It is not possible to hold any booking on a provisional basis without a deposit.

**Methods of Payment:** Rydal Hall accepts payment by BACS, debit card, credit card, cheque or cash. Cheques should be made payable to "Rydal Hall Ltd". For BACS payments please provide a booking reference and send an email notifying payment has been sent.

**Arrival and Departure:** Check in for accommodation is available from 4pm and check out is by 10am on the date of departure unless by prior arrangement. Late check outs will incur an additional charge. Storage of luggage will be available if required and please ensure the bags are clearly labelled.

**Rooms:** We know it is not easy to give an exact number of guests when booking in advance, but we would appreciate it if organisers could give us as realistic a figure as possible. This will eliminate the use of under occupancy cancellation charges, see below.

**Cancellation Charges:** If you cancel the whole group more than 6 weeks before arrival there will be no further charge, but you will lose your deposit. Less than 6 weeks before arrival will be full payment. Should your final numbers fall below 90% of the numbers booked, cancellation charges will apply.

Payment and acceptance of a deposit constitutes a legally binding contract. Charges apply to all cancelled bookings, as detailed above. Any decrease in the number of rooms or persons booked as part of a group booking will be treated as a cancellation. All cancellations must be submitted to the Bookings Office in writing or via email. If room numbers are reduced, we reserve the right to re-let. Rydal Hall strongly advises guests and groups to take out insurance to cover the cost of their stay in the event of cancellation.

**Damages:** The company reserves the right to charge for the cost of repair or replacement for any damage caused or keys lost.

**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 **must** be supervised within the Hall at all times. Children under 18 years old occupying a bedroom without an adult may be charged at the full adult rate.

**Exclusive Use:** Unless your conference uses 100% of the bedrooms there may be other guests using the hall during your stay. If you require exclusive use, you must book all the bedrooms and be charged accordingly regardless of whether they are occupied or not.

**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. This facility is under the discretion of the manager.

**Smoking:** We operate a no-smoking policy throughout the Hotel and self-catering.

**Drones:** For the protection of wildlife, livestock and of all our guests and visitors, the use of drones is not permitted 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 that we can do our best to resolve it.