

## 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 non-refundable and non-transferable deposit of 25% of the value of your stay which will be taken at the time of booking. It is not possible to hold any booking on a provisional basis without a deposit.

### **Special Offers**

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

### **Eco Pods**

Full payment will be taken at the time of book and this is non-refundable, non-transferrable.

### **VAT**

Quoted prices include VAT at a rate of 20% where appropriate. Should the rate of VAT change between booking and arrival, Rydal Hall reserves the right to increase the price by the proportionate amount. If this occurs, you will be advised by the Booking Office in writing as soon as possible.

### **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 kept on a lead at all times within the Hall and grounds. Dog mess must be bagged and either taken home or disposed of in the rubbish area beside the Tea Shop. Dogs must not be left unattended in cars anywhere in Rydal Hall grounds.

### **Methods of Payment**

Rydal Hall accepts payment by BACS, debit card, credit card, cheque or cash. BACS payments, cash or cheques are preferred if possible, as handling charges are significantly lower for these methods of payment. Cheques should be made payable to "Rydal Hall Ltd".

### **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.

### **Refunds**

No refunds or reductions can be made for confirmed bookings that have not been taken.

### **Cancellation Charges**

less than 6 weeks before arrival: 50% of full price  
less than 4 weeks before arrival: 75% of full price  
less than 2 weeks before arrival: full payment

Payment and acceptance of a deposit constitutes a legally binding contract. Charges apply to all cancelled bookings, as detailed above. All cancellations must be submitted to the Bookings Office in writing or via email. If you wish to change any part of your confirmed booking, please let the Booking Office know in writing or via email

as soon as possible. Although we will do our best to accommodate you, we cannot guarantee we will be able to meet your request. A small administration charge may apply.

### **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 left in a separate room by prior arrangement after check out at no additional cost.

### **Meal Times**

Breakfast 8:30am

Lunch 12:45pm (1:00pm on Sunday)

Dinner 6:30pm (7:00pm on Friday)

Please note these times may vary if a Group has requested it.

### **Corkage**

A licensed bar is available to guests in the Hall. We reserve the right to charge corkage at a rate of £5 per bottle in the event of guests consuming their own alcoholic beverages in the public areas of the Hall, which includes meeting rooms.

### **Smoking**

Smoking is not permitted in Rydal Hall. You must not smoke in either the bedrooms or public areas, or interfere with our fire detection system or with any emergency equipment. If you do so we may terminate your booking and reserve our rights to take any further action. We may at our sole discretion request the immediate repayment of our reasonable costs during your stay or instruct a third party to contact you after your stay to recover our reasonable costs. The reasonable costs we incur if you smoke in the Hall are likely to include costs for specialist cleaning, repair or replacement of damage by you to our property, the cost of the room for any period it is unusable and our administration expenses. If you request it, we will send a breakdown of these costs to the address used for the booking.

### **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 with your accommodation, please let the Front Desk know immediately so we can do our best to resolve it.