

## Terms and Conditions

### Bookings

- o Redwings Lodge Limited reserves the right to refuse bookings for any reason and at any time.
  - o All prices include UK Value Added Tax at 20% - most companies are able to reclaim this to reduce your actual cost of stay by about 16.5%
  - o Cancellation - Once booked you may cancel without any cost as long as it is before 6pm, on the day before your actual arrival day.
  - o Booking needs to be secured by a company Purchase Order, where you have an established account with us, or by your credit/debit card.
  - o If your company does not settle your bill, then resident guests will be personally responsible to make full payment for services utilized.
  - o You cannot transfer or resell your booking (in whole or in part). If you transfer or resell (or attempt to transfer or resell) then Redwings Lodge Limited will terminate your booking and retain any money paid to us for such booking. We may also refuse to take any further booking from you in the future.
  - o You may make a booking on someone else's behalf. You are responsible for ensuring that any customer in your booking complies with these terms as if that customer had made the booking.
  - o You can only make a booking if you are 18 years old or over. If you arrive at the hotel and are under 18 years of age you will not be permitted to stay alone.
  - o All payments are due in full at the time of booking unless otherwise advised by Redwings Lodge Hertfordshire Limited.
  - o Identification will be required at check-in
- Rooms Check in is 3pm – early check in from 1pm at £10 additional cost. Check out 10am – late check out 12pm at £10 additional cost.

Maximum occupancy for rooms is:

#### o Family Rooms:

Maximum number of occupants is 4 (including babies & children), in the following combinations:

2 adults, 2 children (under 14)

2 adults, 2 babies in cots (dependent on space available in the room)

You should speak directly to Redwings Lodge Limited to confirm availability of cots and room size

#### o Double Rooms (Sawtry only):

2 adults

2 adults and 1 baby in a cot (cots are available at the hotel) dependent on space available in the room

You should speak directly to the Hotel to confirm availability of cots and room size

o Twin Rooms (Sawtry only):

2 adults

2 adults and 1 baby in a cot - You should speak directly to the Hotel to confirm availability of cots and room size

o Large Family Room (Sawtry only):

5 adults

General

o Statutory Rights: We have tried to ensure that any rights that you as a consumer have that are implied by law into a contract of this type (statutory rights) are not excluded or limited in anyway. If any of these terms conflict with a statutory right or the law changes and your statutory rights change, then the statutory rights will prevail over these terms. For more information on your statutory rights see [www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk) or call 08454040506

o Events Beyond our Reasonable Control: We shall not be in breach of these terms, nor liable for any failure to perform any of our obligations in relation to your Booking (such as the provision of room(s) and/or other products and/or services and/or extras) due to any adverse event, act, omission or accident which happens which is beyond our reasonable control including, but not limited to, flood, earthquake, extreme adverse weather conditions, natural disasters, other acts of God, acts of terrorism, interruption or fire (except by way of our default) or failure of (except by way of our default) electric power, gas, water, or other utility service, plant machinery, computers, vehicles or any collapse of building structures.

o Our Liability: Our total liability for any loss shall not exceed twice the total sum we charge you for the booking. We shall not be liable for any losses that were not caused by any breach of contract or statutory duty or negligence on the part of Redwings Lodge Limited and we shall not be liable for any losses that were not reasonably foreseeable to both parties when the contract was formed.

Nothing in these terms shall exclude or limit our liability for fraud or death or personal injury caused by our negligence or any other matter which it would be illegal for us to (or attempt to) exclude or limit.

o Third Party Rights: A party which is not a party to our Contract shall have no right to enforce any term under the Contracts (Rights of Third Parties) Act 1999.

o Eviction for unruly behaviour after check-in will be without refund. Any use of the room deemed to be unsuitable by the management of Redwings Lodge Limited will also result in eviction without refund and refusal to take bookings in the future.

o We have ample free, well-lit car parking; however, car parking on our premises is at the owner's risk. :

Parking charges apply £5 per 24 hours **(Wolverhampton ONLY)**

o We encourage you to come by public transport and can advise on a suitable taxi service to and from the nearest station.

o As we have no kitchens, breakfast is continental style comprising tea/ coffee/ juices and toast/ cereals.

o When a breakfast is included FREE, this means that it is free for up to two adults per room. A family room with two adults and two children would be free but a family room with three adults would require payment for one breakfast at £3.95.

o Please leave your room key at reception WHENEVER you leave the hotel. This is for our fire policy and enables us to determine quickly who is in the building.

o You will not leave children and/or pets unattended in any rooms or public areas at any time.

o You must not smoke in any of our non-smoking rooms or interfere with our fire detection system. If you do so, we will terminate your Booking without refund and require you to leave the hotel immediately. You authorize us to charge you any costs we incur if you smoke or cause damage in our hotel including costs for specialist cleaning (to make the room fit for sale as a non-smoking environment) and the cost of the room for any time period it is unusable. You authorize us to charge this amount to the payment card used in your Booking. We will send you (at the address on the Booking) a breakdown of these charges within 10 working days. We may refuse to accept bookings from you in future.

o We have one room suitable for less able persons and wheelchair access. Please check our Access Statement on our website and please check availability with our receptionist.

o Law: These terms are governed by the laws of England and Wales.

#### Questions / Complaints

o If you have any question or complaint in relation to your Booking or these terms please contact the manager or receptionist

or E-mail: - [sales@redwingslodge.co.uk](mailto:sales@redwingslodge.co.uk) and we will respond to you as quickly as we can, normally within 5 working days.