

Lynton Apartments Family Terms and Conditions: The Small Print

Quality, Self Catering Holiday Apartments in Blackpool

- **Bookings**
- **Deposits:** A deposit/booking fee is required upon reservation as detailed in the accompanying letter. We accept cheques or postal orders made payable to Lynton Apartments. We also accept all major debit & credit cards; debit cards are accepted free of charge however credit cards will incur an additional 3.5% credit card booking fee. Deposits are non-refundable and guests are deemed to have read all the booking conditions and agree to be bound by them.
- Bookings are only secured upon receipt of deposit and are subject to availability and tariff applicable, according to season.
- **Balance:** The balance due is payable four weeks before arrival date or the booking may be cancelled with loss of deposit.
- Holidays booked within four weeks from time of arrival must be paid for in full at the time of booking.
- All short break bookings of up to two nights must be paid in full at time of booking.
- **Amendments to bookings:** Alterations to bookings can only be made in special circumstances. However, there will be an administrative charge of £25.00 for any alteration made.
- **Cancellation:** In the event of cancellation or curtailment, should the accommodation not be re-let, the person whose signature appears on the reservation form will be liable to pay for the total cost as per the reservation.
- Cancellations must be in writing.
- If the deposit/booking fee has been paid using a debit/credit card authorised account number, then any payment due, owing to cancellation or no show will also be made on this same account number by the management.
- **Breakages:** Should there be any sign of breakages, damage or abuse, then the reasonable cost of repair or replacement will be made on this same debit/credit card authorised account number by the management.
- **Security Deposit:** We reserve the right to charge a security deposit of up to £200.00, per apartment, to cover against damage to any of the fixtures or fittings within the occupied apartment(s) or in the communal parts of the building. This will be refunded into your nominated United Kingdom bank account or onto the authorised debit/credit card used when making the booking, within seven days of departure, subject to our Family Terms and Conditions being adhered to.
- **Key deposit:** A £10.00 deposit will be charged per key issued and is refundable on key return.
- **Call-outs:** Should a staff member need to attend the premises outside of their normal work hours a £25 call-out fee will be charged. This will apply in the following circumstances:
 - **Lock outs:** Where a guest in your party needs letting in to the building and/or their apartment for having lost, mislaid or forgotten their key.
 - **Unnecessary fault/maintenance call outs:** Where a guest reports a fault or a maintenance issue, which is deemed not to be faulty, thereby, resulting in an unnecessary call-out. (Please don't be discouraged from reporting genuine faults or maintenance issues; as often advice to rectify many issues can be given over the phone without incurring a call-out fee).

- **Check-in/out times:** Apartments are available between 2.00pm and 5.00pm on day of arrival and must be vacated by 10.00am on day of departure. Luggage may be left in our care outside of these hours, by prior arrangement.
 - Guests arriving after 5.00pm must advise the management beforehand; special check-in arrangements will be made.
 - **Occupancy of the apartments:** is for registered guests only and must not be occupied by more persons than stated and described exactly as indicated on the reservation form. The party must be described on the booking form exactly as booked confirming the number of adults and children staying. This is in order to comply with fire regulations.
 - **Casual visitors:** are not allowed. Contravention of this term may result in the registered guest(s) being asked to vacate the premises without refund.
 - The management reserve the right to amend, curtail or terminate any contract at any time if, in their opinion, the conduct of any person who is a party to that contract cause any damage or abuse to the property or cause any detriment to the well being or comfort of other guests.
 - **No-smoking policy:** Lynton Apartments operate a no smoking policy throughout all apartments and communal areas of the building in line with government legislation. A £100.00 re-instatement fee will be charged for non-compliance.
 - **Liability:** You are responsible for any damage or loss caused to us or our property by your act, omission, default or neglect and you agree to indemnify us and pay us on demand the amount reasonably required to make good, or remedy any such damage or loss.
 - The management accepts no liability for failure to perform to the extent that the failure is caused by any factor beyond the management's reasonable control. Our total liability other than for death or personal injury caused by our negligence or misrepresentations is limited to the price of the booking and to the fullest extent permitted by law, all warranties are excluded and under no circumstances will we be responsible for any indirect or special damages.
 - The management accepts no liability for loss of, or damage to, valuables or personal effects left on the premises, howsoever caused.
 - **Data Protection:** We may process the information you provide to us for purposes notified by us to the Information Commissioner; by making a booking, you consent to this processing of the information.
 - **Electricity:** in all apartments is metered using £1.00 tokens supplied by the management.
 - **Hire Equipment:** Cots and high chairs are available for hire at a minimal charge.
 - Towels and toiletries are not supplied.
 - Children must be supervised at all times.
 - **Complaints:** Should there be any cause for complaint during the occupancy of the property it must be notified immediately to the owners/staff to allow us an opportunity to achieve a satisfactory solution. Serious complaints must be confirmed in writing, within 7 days of departure. We cannot consider complaints where you have not complied with the above conditions.
 - **When booking your holiday you are entering into a legally binding contract and it is recommended that you take out holiday insurance cover.** There is a direct link from our website "contact us/booking page" for more information. We always send Holiday Cancellation Plan brochures out for your consideration once a deposit has been paid to cover such eventualities which we feel, for a small additional premium, offers excellent value and peace of mind.
-