

Terms & Conditions

Your Reservation/Booking:

Your booking is made with Linden Lodge Guest House and represents a legally binding contract between you and the Guest house.

Confirmations:

We require a valid credit/debit card to secure bookings and reserve the right to charge the card for cancellations that fall outside the permitted time scale, as detailed below. By entering into this contract you are authorising us to make the charges to the card without any additional consent being required.

When the on-line booking is confirmed, a reservation number will be supplied. This must be retained for access to the booking in the event of the need for cancellation and/or amendment.

Cancellations:

For bookings of 3 nights or more or "any special break/packages/events and public holidays" we require a minimum of 21 days notice of cancellation of any reservation to avoid a charge of 50% of the total value of the booking.

For all other booking cancellations:

If you cancel your reservation more than 3 days (72 hours) prior to arrival then you will be charged the cost of the first nights stay plus an administration charge of £10 per booking. Any balance will be refunded to you.

For all Bookings:

If you cancel your reservation and give less than 3 days (72 hours) notice then you will be charged the full amount and no refund is offered.

Bookings via the phone will be secured by a deposit of The first nights room rate payable by debit/credit card.

Please note the discounted rates for late bookings are non-refundable under any circumstances.

No single Saturday Nights.

We normally require a minimum 2 night stay at the weekend: If available, single Saturday nights are released 3 days ahead and/or at the discretion of the manager at the time of booking.

Group Bookings:

We do not accept group booking, Stag/Hen nights or single sex groups.

If you have booked and arrive you will be turned away and your booking will be cancelled. No refund will be offered.

Damages:

The valid Credit/debit card used to secure the booking will act to safe guard against damages. We reserve the right to charge for replacement, cleaning or repair of any items(s) belonging to the guest house, or fabric of the guest house itself, damaged wilfully or because reasonable precautions have not been taken. In this event your deposit/credit card will be charged without prior consent being required against invoice(s) that will be provided for the costs incurred. Copies of the invoices will be made available for your inspection once the works have been carried out.

Personal items/Belongings:

The guest house cannot be held responsible for any loss or theft of personal items/belongs on its premises/rooms including the car park. All items are left solely at owners risk. Holiday insurance is advised.

Smoking:

All our bedrooms and public spaces are non-smoking. Any bedrooms tainted by residual tobacco odours will specially cleaned and aired over 24hrs period and all charges resulting from this will both actual and loss of business will be charged to the credit/debit card given to secure the booking.

Special Dietary requirements:

We regret that we are not able to accommodate any person with serious/life threatening nut or food allergy. But we can supply a list of all allergens in our foods, just ask and we will help you. We are happy to cater for any other dietary needs such as vegetarian or other diets with given notice, please tell us at the time of booking.

Dogs/Pets

Unfortunately we do not allow pets in the Guest house unless they are assistance dogs.

