

## GOLF LODGE

### Booking Terms

#### **Check In/Out**

Check-in is from 4pm.

Check-out is 11am (late check-out may be requested prior to stay - £20 per room). Late check-out is 1pm on the day of departure. If you plan to arrive after 6pm, please advise us of this before arrival.

#### **Booking/Payment**

A 50% booking fee will be taken at time of booking. The balance of stay will be required a week prior to arrival. A provisional booking may be made, and these are held for up to seven days. Payments must be made in £ sterling.

Your stay includes a full English or Continental breakfast in the clubhouse restaurant.

#### **VAT**

The lodge accommodation price includes VAT. Should the rate change, Cowdray reserves the right to alter the prices accordingly.

#### **Cancellation**

Should you, for any reason, need to cancel your lodge booking a 50% charge will be retained with the balance refunded if the booking is cancelled within 48 hours prior to your arrival.

If you cancel less than 48 hours prior to your arrival, full payment will be retained.

#### **Families and Children**

Our lodge is suitable for children under normal supervision. A high chair, cot and rubber under-sheets are available at a small charge. Please indicate at time of booking if you require these items. Linen is not available for cots and only children under the age of 24 months should occupy the cot.

#### **Dining options**

Breakfast is served from 7.30am to 10.30am, 7-days a week. Food is available in the clubhouse bar area from 7.30am to 6pm, 7-days a week. Any dietary requirement can be catered for (please ask at time of ordering).

Pyjamas or dressing gowns may not be worn in the restaurant during breakfast.

#### **Wireless Broadband Facility**

Wireless Broadband is available free of charge in the lodge bedrooms. However, Cowdray is unable to offer any technical support relating to your computer. We cannot be held responsible for any viruses or corruption incurred due to using this service.

#### **Parking**

Free parking is available for all guests while staying in the lodge. Cowdray cannot be held responsible for any loss of belongings or damage to your vehicle during your stay.

#### **Pets**

No pets allowed. However, Guide/Assistance dogs are permitted to stay.

#### **Loss of Property**

Cowdray cannot be held responsible for loss or damage to any belongings, or for injury sustained by the Guests or members of their party during their stay at the lodge except to the extent that such injury or loss or damage to any belongings is caused as a result of any act, omission or breach of common law duty of care, under the Occupiers Liability Act 1957, by Cowdray where such exclusion or limitation of liability is otherwise prohibited by law.

### **Right to Refuse**

Cowdray reserves the right to refuse any booking and, in exceptional circumstances, to cancel, modify or alter arrangements made for the Guest. If a booking has to be cancelled, modified or altered in any way by the Estate, it will make every effort to offer an alternative booking. If the Estate is not able to offer an alternative or the Guest does not accept the alternative offered, the Estate will return any monies paid but will not be liable for any direct, indirect, consequential or other loss caused by cancellation or alteration.

The Estate will make every effort to notify the Guest prior to commencement of the booking. Exceptional circumstances include but is not restricted to any circumstance outside the Estate's control, including, with limitation, any act of God, government act, war, failure of telephone or electricity services, fire, flood, explosion, civil commotion or industrial dispute of any third party, disease or epidemic.

### **Accommodation Limitations**

Accommodation is limited to the number of people for whom the booking is made and the maximum number in each lodge room must not exceed that stated in the brochure.

### **Occupation**

The lodge bedrooms are designed for family/individual occupation, not for use of youth groups or other groups or student parties. Sleeping tents or motor vehicles adjacent to the cottages is not permitted. The Estate reserves the right to ask the Guest and their party to vacate the lodge at once without compensation if it is found to be misused. The Estate also reserves the right to enter the lodge at any reasonable time for any reasonable cause.

### **Guest Obligations**

The Guest undertakes to keep the premises and all the furniture, fixtures and effects in the same state of repair and condition as at the commencement of the booking period (reasonable wear and tear excepted) and shall pay to Cowdray the value of any part of the premises, furniture, fixtures, fittings and effects so destroyed or damaged as to be incapable of being restored to its previous condition.

**Breakages and damage must be reported as soon as possible.**

### **Cleanliness**

Golf shoes and walking boots may not be worn in the lodge or in the restaurant. Please remove golf shoes and boots on entering the lodge. Cowdray reserves the right to make a charge for extra cleaning if the lodge rooms are not left in a satisfactory condition.

### **Smoking**

All rooms are Non-smoking. Any person(s) found to be smoking in the lodge will result in them being asked to leave and a penalty of £200 will be applied.

### **Complaints**

Every care is taken to ensure that our lodge bedrooms are presented to guests to a high standard. Should you on arrival experience a problem or cause to complain, please let us know immediately. The Estate will not make any refunds in respect of complaints made after the Guest's departure if the Guest did not make the problem or complaint known to the Estate during their stay.