

# BOOKING TERMS & CONDITIONS

**Deposits:-** A deposit of at least one nights rate per person is required at the time of making a reservation. Deposits are non refundable or transferable, with the balance of the room being payable by cash on arrival. Please note that the cardholder who pays the deposit is responsible for all costs involved in the reservation.

Deposits/payments can **ONLY** be taken using a Credit/Debit card in the name of a guest who will be staying in the accommodation. We are unable to take deposits from any 'third parties'. Bookings can not be taken on behalf of other individuals for both bank security reasons and the responsible use of the room being occupied.

**Cancellations:-** Cancellation of a booking must be made in writing or by e-mail. If you cancel a booking or part of a booking up to twenty-four hours prior to arrival you will lose your deposit. The full balance will be charged for any cancellation within twenty-four hours of arrival.

**Non-Arrival of Guests:-** Should you have booked a room and paid a deposit and fail to arrive at Pride Lodge, we then reserve the right to charge to your credit / debit card the remainder of the full amount that would have been payable had you arrived and fulfilled your booking.

**Curtailement:-** We are unfortunately unable to refund any charges to guests who decide to reduce the length of their stay after arriving. Changes can made up to twenty-four hours prior to arrival, except that is to reduce the booking to just one nights stay.

**Arrival & Departure:-** Rooms will generally be made available from 3pm on the day of arrival with check-out being by 11am on the day of departure. A later check-out may be possible subject to availability at an additional charge. On the day of departure luggage may be left with us at our discretion, though we will not be held responsible for any loss or damage incurred.

**Payment:-** Any balance due on the reservation must be paid on arrival. You must pay any other money owing before departure. If you fail to do so, we will take any action necessary to recover any money due including any legal costs. We reserve the right to use your credit or debit card without further request if necessary.

**Fixtures & Fittings:-** Please check you are happy with the condition of your room(s) on arrival, which are prepared to a high standard. If you notice any damage or missing items in your room you must inform us immediately. We reserve the right to charge you for the full cost of repairing or replacing any loss or damage that you or your party cause to the property /contents during your stay. The credit or debit card of the person who made the booking will be charged accordingly.

**Smoking Policy:-** All rooms are non-smoking therefore smoking is not permitted inside the property including inside bedrooms or bathrooms. Anyone found smoking will be asked to leave and will be charged an additional day's tariff as we are not allowed to re-let the room for a further 24 hours.

**Insurance:-** It is advisable to take out UK holiday insurance so that you are covered for cancellation, curtailment, personal baggage, valuables and cash, as we will not be held responsible for any of the above.

**Free Parking:-** Is only available for guests staying 7 nights or more in a double room on full occupancy. This facility can not be pre-booked and is subject to availability on the day of arrival. Guests using this, will be subject to the terms and conditions of the car park owners and we (Pride Lodge) will not be held responsible for any subsequent loss or damage to vehicles or their contents or any personal loss or injury, when using this facility. The multi storey car park is locked overnight, so access will be limited to specific times for arrival and departure, please check with us for current opening times. Please note you are unable to exit the multi storey car park during your stay but are able to do so if using the open air car park, which is open 24hrs.

**Complaints Procedure:-** In the unfortunate event of a complaint, please bring it to our attention during your stay in order for us to try to rectify the problem. If the problem has not been solved satisfactorily then you may write or e-mail Keith or Tony with full details and we will investigate the matter further.



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