



## TERMS & CONDITIONS

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#### Prices

The price of a room by season but it is subject to change depending on the demand on any given day. Our bookings are generally for a two-night stay but a one-night stay is available especially in the low season. An adult must accompany children at all times.

#### Bookings

All room bookings can be made online or over the phone on 01273 890400.

Deposit: £ 0 (No guarantee deposit. The credit/debit card number is required when booking online but not debited)

#### Payment Method

Balance: The balance must be paid in full directly at check-out on day of departure

Payments may be made by cash, or using your credit/debit card. Cheques and Diner cards are not accepted.

#### Cancellations

Free cancellation 48 hours before. If cancelled after this or in the event of a no-show, 100% of the booking amount is charged and non-refundable.

Covid-19 cancellation terms - 48hrs notice with evidence of a positive test result is required to avoid 100% booking costs.

Your booking is a legally binding contract and therefore any changes or cancellations to a booking must be made in writing by email.

If you curtail your visit after checking in, all booked nights must be paid for.

The Jolly Sportsman reserves the right at its absolute discretion to cancel a booking and will provide a full refund of any monies paid. If it is necessary to cancel your booking with less than 14 days notice, we shall endeavor to assist you in finding alternative accommodation within the area. We also reserve the right to alter rooms allocated if necessary.

#### Arrival and Departure

Check-in is between, 15.00 - 22.00. Guests are asked to vacate their rooms by 11am on the day of departure. Late check in and check outs are available on request.

#### Accessibility

There is, regrettably, no disabled access to the rooms

#### Pet Policy

We are a dog-friendly establishment and charge just a little extra (£20) for cleaning if you have a dog in the room. You must provide your own dog bed and feeding bowls. Dogs must not be allowed on the furniture and kept on a lead at all times outside or in the main garden. Within the fields you are welcome to let the dogs off leads. UNDER NO CIRCUMSTANCES MAY PETS BE LEFT IN THE ROOMS ALONE.

#### Smoking Policy

The Jolly Sportsman does not permit smoking or vaping in the rooms or within the pub. You may smoke or vape outdoors and in the garden if you wish.

#### Guests Liability

Guests are liable for the cost of any damage caused by anyone or too anyone in their party during their stay or whilst on our grounds. All children must be supervised at all times. Please note that children under the age of 18, must be accompanied by an adult at all times. Use of our facilities is at your own risk and we shall not be held liable for personal injury. Care should be taken whilst walking on the roof terrace. Guests should not lean on or climb the roof terrace barriers - they are for guest safety.

Our on-line payment provider retains your credit/debit card details during the period of your stay. This is in lieu of a 'Damages Deposit' (alternatively a cash deposit of £100.00 per room is required). Subject to no damage being caused to either property or possessions at White Lodge, and your full compliance with our Terms and Conditions, no money will be taken from your card. However, any Guest causing damage to the property, including but not limited to Guest rooms, fixtures, furnishings, artwork, or linens, will be liable to a charge of 130% of the replacement value, reinstatement costs or cost of cleaning. We reserve the right to ask any Guest (or party including that Guest) to leave the premises without refund or compensation if any damage is deemed to have been caused deliberately.

#### Our Liability

We cannot accept liability for any damage, expense, injury, death, or loss of any nature whatsoever suffered by any person(s) from any cause whatsoever other than the proven negligence of ourselves or our employees. This clause does not attempt to exclude negligence or breach of statutory duty.

#### Maximum Occupancy

The maximum occupancy of the accommodation booked is two adults and is only available to pre-paid Guests. Any invitation given to unauthorised additional overnight visitors will result in the Guest's credit card being charged with the equivalent cost of accommodating the additional Guest(s) in separate room(s) at the prevailing tariff.

#### Disorderly Behaviour

Subject to the owner's discretion, the Jolly Sportsman reserves the right to refuse check-in, or ask guests to leave without refund or explanation if

guests are found to act inappropriately, eg. if you are under the influence of drink or drugs, acting in a way that causes a nuisance, disturbance, damage, puts others at risk, is offensive or that is on anyway threatening to either staff or guests.

#### Lost Keys

The cost of replacing keys lost by guests is charged at £20 each.

#### Valuables

Guests should take adequate precautions to protect the safety of their vehicles and their belongings, as we will not be held responsible for any loss or damage. Valuable items can be locked away upon request. If we find items left following your departure we will attempt to contact you to arrange return of the item/s (subject to a £5 admin/postage fee). If we do not receive a guest response it will be kept in storage for no longer than 1 month, when we will dispose of the item/s as we see fit.

#### Parking

You may park in our ample car park next to the property. Help with luggage will be given if needed. We wish you a safe journey!

#### Vehicles

Your vehicles and their accessories and contents are left entirely at your risk in the pub car park. We will not be responsible for any loss from or damage to any vehicle howsoever caused, other than the negligence of our employees or ourselves.

#### Force Majeure

We regret we cannot accept responsibility or pay any compensation where the performance or prompt performance of our contract with you is prevented or affected by reason of circumstances which amount to "force majeure". Circumstances amounting to "force majeure" include any event which we could not, even with all due care foresee or avoid. Such circumstances include the destruction or damage of our property (which cannot reasonably be remedied to a satisfactory standard before the start of your stay); through fire, flood, explosion, storm or other weather damage, break-in, criminal damage or any similar event. Such circumstances also include but are not limited to failure of supplies of water, power, transport, equipment or other deliverables or services, restrictions imposed by government or local authority, riots or civil strife, industrial action, natural or nuclear disaster, adverse weather conditions, war or threat of war, actual or threatened terrorist activity and all similar situations beyond our control.

#### Complaints

We place great importance on providing the highest standard of service to all of our guests, however we recognise that sometimes things do go wrong. It is important to advise us immediately of any problem, we cannot rectify a problem when you have left, we value your feedback and listen to what customers have to say, so that we can improve our service. When dealing with your complaint, we will: - Acknowledge receipt of your complaint - Tell you who is dealing with your complaint - Advise how long we expect to take to resolve it. Complaints received are analysed so we understand what has gone wrong and what we can do to improve the service we provide to our clients.

#### Privacy Policy

We respect your right to privacy. This Privacy Policy sets out details about the way we process personal data that we collect from you and how we may use your information. We are committed to protecting and respecting your privacy. This is in accordance with The General Data Protection Regulation (GDPR), 25th May 2018.

#### How we use the information we have on you

We use your email address to send confirmation of the booking and an email with more details on how to find us and other information you may find useful for your stay. After your stay you will receive an automatic email from our booking system asking you to write to us with any feedback. We will not use your telephone number to contact you unless you request us to or we have not been able to contact you by email or SMS or in case of emergency.

#### How your data is stored

All of the personnel and debit/credit card data you supply to us as part of the booking process is stored securely on a third party system, Little Hotelier. Neither Little Hotelier nor we will share your information with any third party unless there is a legal reason for doing so.

#### Guest Registration

We are required by law to collect the following information on all our guests. We do this by asking you to complete a registration form on arrival. For commonwealth guests - name and nationality. Non-commonwealth guests: name, nationality, passport number and address of next destination. These forms are kept safely in a locked office. We are required to keep these registration forms for a year and show them to a police officer if they request to see them. We will destroy these forms twelve months after your stay. We are required to retain accounting information for seven years.

#### Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behavior information. This information is used to track visitor use of the website and to compile statistical reports on website activity. You can set your browser not to accept cookies. See [www.aboutcookies.org](http://www.aboutcookies.org) for more information.

#### Privacy Policy Updates

We reserve the right to modify this privacy policy at any time. Changes and clarifications will take effect immediately upon their posting on the website.