

## Terms & Conditions:

Booking: A non-refundable deposit equal to one night's accommodation is required to secure the booking. Payment can be made by card over the phone, using on-line booking, or by cheque. (Cheques made payable to 'Lyndhurst Hotel'). Confirmation of booking will be sent by post or e-mail after deposit received. Our terms and conditions are deemed to have been accepted when deposit has been paid.

Balance of account to be paid on day of arrival.

We ask for a estimated arrival time to ensure we are here to meet you. Please keep us informed if your arrival should be delayed.

Children: under 12 qualify for 50% discount when sharing a room with an adult.

First child under 2 is free. No specialist baby food is provided but we are happy to reheat baby food and bottles for you. A high-chair is available on request. Cot may be hired at £5 per stay.

### **Hen and Stag parties are NOT accepted.**

Guests who cause damage to property or nuisance or disruption to others may be asked to leave immediately. No refund payable. Any damages will be charged for.

Only Guests registered may stay. Any unauthorised persons in any Guest Room will be asked to pay or will be required to leave along with the registered guest regardless of the time.

For the comfort of other guests and by law Smoking is only allowed in designated rooms or the patio outside the front.

Cancellations: must be notified by telephone: 01493 332393 or 07703161699 (Please do not leave a message on voicemail).

It is your right to cancel your booking with us at any time:

If you cancel your booking the following charges apply:

Outside 14 days - we will offer to transfer your deposit to another booking within 12 months (excluding bank holidays) and subject to availability.

1-14 days before arrival - Your deposit is not transferable.

Arrival day or later - Your deposit is not transferable.

We include the word "later" in case you don't let us know that you will not be arriving.

We'll always keep your first night reserved - even if you don't show up or contact us but we reserve the right to make any room that you had reserved become available after 9am on the second day of your intended stay if you do not contact us by that time.

Any charges will be taken from the credit card given at time of booking. Or invoiced where a cheque was issued.

We strongly advise all guests to have adequate holiday insurance.