

LYN GLARY HOTEL

BOOKING TERMS & CONDITIONS

Deposits & Cancellations

Reservations can be provisionally booked by telephone, online using our live booking system, by email or by Royal Mail - to secure your booking a non-refundable deposit is payable.

A confirmation will be sent by email or Royal Mail upon receipt of deposit within 7 -10 day working days. Furthermore, if you are delayed, you have peace of mind in knowing that your room will be held for you.

A non-refundable £20 deposit per person will be required for all bookings.

All bookings must be guaranteed with a valid Debit/Credit Card, or personal cheque (allowing 14 working days for clearance). This is requested as a guarantee against your non-arrival or late cancellation.

Any bookings made via a booking agency will still require a credit / debit card to secure the reservation / booking.

The balance must be paid on arrival either by cash Sterling, debit or credit card. (NB we do not accept Amex, Diners or American Express, or cheques on arrival)

Tariffs may vary according to season, number in party or length of stay - please refer to terms and conditions.

The person confirming the booking is responsible for all remaining balance on arrival.

We reserve the right to amend tariff at any time.

If we receive notice of cancellation or reduction of number of people in the group less than 14 days prior to arrival, we reserve the right to charge you full cost of the stay.

Early departure- Full booking cost payable (if we manage to fill the availability we will endeavour to reduce this as much as possible).

If you do not show up on the appointed date with no prior notice, we reserve the right to charge the full cost of the booking.

All cancellations must be acknowledged by us for any changes to be made.

Cancellations made 14 days in advance of arrival: deposit applies only, if after this date the full cost is payable.

The services we offer are subject to availability, we will endeavour to do our utmost to provide you with the accommodation and service you have booked. However, if we need to cancel your booking at any time we reserve the right to do so - we will contact you as soon as possible and a full refund will apply.

Insurances & Valuables

We strongly recommend that all guests take out comprehensive travel insurance when making a booking.

We recommend that insurance covers loss of deposit and other monies through cancellation, loss or damage to personal baggage or personal effects, loss of money and additional expenses to cover hotel accommodation and repatriation cost should any services curtailed due to illness to any other insurance risk.

The Hotel cannot be responsible for valuables or personal effects or the loss or damage to personal belongings.

We expect you to be responsible and take care of our property and we reserve the right to make a charge for loss or damage to the Hotel during your stay. A charge will include loss of keys.

We have safe deposit boxes in all our rooms which may be accessed by card or by PIN: we do not charge for this service; however we strongly recommend you use this facility to secure your belongings whilst you are away from the Hotel. We cannot be responsible for any property lost, stolen or damaged except by our own damage.

For a large group booking a bond will be required to be completed on arrival.

Smoking

We are strictly a non smoking hotel, however there are provisions outside for those who smoke; we will charge a supplementary charge for those who have smoked in our rooms.

Arrival & Departure Times

Your room will be ready by 13.00 hours on the day of arrival and you must check out by 10.30 hours at the latest on departure, unless prior arrangements have been made.

Breakfast

We include a freshly cooked English breakfast or on request for vegetarian. We will do our utmost to make your stay as comfortable as possible.

Parking

Forecourt parking is available first come first serve; you will be responsible and park at your own risk; the hotel does not take responsibility for those who park on the grounds.