

By making a booking you are agreeing to the terms and conditions of the hotel and to making payments as requested.

Bookings made for Bank Holiday periods must be for a minimum of 3 night, Reservations for less than this will not be honoured: Online discounts do not apply for Bank Holiday periods and additional charges may apply, to verify extended stays over Bank Holidays please ring. If a date is showing no availability you can still ring to verify this is still the case. Terms: A non-refundable deposit is required to confirm your booking (min £100), if notification of at least one month is given deposits will be transferred to an available date within 4 weeks of the original booking (once only). Pets at manager's discretion, a charge applies. Prices quoted are for cash/cheque payments, credit/debit card transactions may incur additional charge.

Terms and Conditions include, but are not limited to:

Smoking

The hotel is a totally non-smoking facility and has a strict non-smoking policy which we enforce for the safety and comfort of our guests. We do not permit smoking or candle burning in any of our guest rooms. This is enforceable by law and guest will face prosecution (The Smoke-free Premises etc. (Wales) Regulations 2007) Guests smoking in their rooms or elsewhere in the hotel property could receive a penalty of up to £500. Guests who smoke or burn candles or incense in their room, or who allow smoking by others in their room will be charged a minimum of £250 up to £5,000 deodorizing and cleaning fee. Smoke permeates the rugs, bedspreads, pillows, curtains etc and it may become necessary for us to remove smoke odours by specialist cleaning all the curtains, bed linens, carpets and in some instances the room may need to be repainted to eliminate persistent smoke odours.

Candle Burning and Incense Burning

Candle burning and/or incense burning are treated as smoking. Please see 'Smoking' section above.

Parking at Own Risk

Neither The Estuary Lodge nor The Caffi Bach Bistro shall assume responsibility for any vehicle, occupants, or contents while operated or parked on the hotel property.

Damage, Theft and Antisocial Behaviour

Damage to the property, including but not limited to guest rooms, fixtures, furnishing and equipment including the removal of electronic equipment, towels, bathrobes, paintings and ornaments etc charged at 120% of full and new replacement value plus any shipping and handling charges. Damage to linen or towels resulting from the use of body oils, makeup, shoe polish etc will result in a charge for the special cleaning, repair or replacement of the damaged article. Room keys must be left at reception upon departure; if they are lost the Customer will be charged £25 for a replacement. Excessive noise, unruly and threatening behaviour and the like which causes inconvenience and discomfort to our other guests and/or staff is not acceptable. Such behaviour will result in the offending person/s being asked to vacate their room and leave the hotel premises but will be charged for their booked stay.

Right to Refuse Admission

The hotel reserves the right to refuse admission to any person at any time for any reason without stating that reason.

Visitors

Guest are responsible for the conduct of any visitors they may have. Guests are not permitted visitors between 10pm and 9am

Dogs and other pets

Pets may be allowed but you must verify that the room you are booking is one in which pets are permitted. If bringing pets additional terms and conditions apply. Failure to notify the hotel in advance of bring a pet may result in the cancellation of your booking and loss of any deposit.

Privacy

We respect your privacy. We do not share, rent, sell, or otherwise use any personal information you have given us or to any third party without your permission, except when required by law. Any information you give us is held with the utmost care and security, and will not be used in ways to which you have not consented. Since this policy may change over time as we modify or expand our services, we suggest that you check from time to time in order to understand how we treat your personal information. We will not collect any personal information about individuals except when specifically and knowingly provided by such individuals. We will use this information in order to customize and enhance the services we offer. Examples of such information are: name, age, gender, business, home or postal address, email address, phone numbers, car license and travel preferences.

The Customer, by confirming a booking with the Estuary Lodge accept these terms and conditions in full, without exception and/or variation, unless any such variation is agreed between the Customer and the Company and duly signed by the Customer and an authorised signatory of the Estuary Lodge, they further authorise the use of the debit/credit card details supplied when booking for any additional charges.