



Terms & Conditions

We look forward to welcoming you. When you make your booking you are entering into an agreement with us. Please read our terms and conditions of booking below.

Arrival and Departure

Normal check in is available from 4.00pm on the day of arrival. As we do not have 24hr reception, it would be helpful if you would let us know your arrival time in advance. Should you require to check in earlier or later than these times, please do not hesitate to contact us, and we will do our best to accommodate this where possible.

We ask that you please vacate your room by 10.30am on the morning of departure.

Use of our facilities such as the pool, hot tub & pool garden furniture is allowed, subject to opening hours, during the time that you are checked-in at Spanhoe Lodge. (4pm on day of arrival - 10.30am on day of departure unless otherwise arranged) Use of the facilities outside of these times is purely at management discretion, and may be subject to additional charges.

Reservations

Please note our cancellation policy before committing to a reservation.

In order for us to confirm a reservation, credit/debit card details are required to secure your booking. No payment is taken from this card at this time. We reserve the right to pre-authorise the card with a charge equivalent to the room(s) single night rate. This card will be used to take payment in the event of a no-show.

The exception to this policy is for bookings at peak times and / or special events where we reserve the right to take a deposit payment. You will be informed of this at the time of booking.

If you are unable to secure the booking with a credit/debit card then we require payment by BACS for the full amount of the stay. We will then send confirmation once the money has cleared.

Bookings made **online** may be subject to differing terms and conditions in force at the time of booking. This is to protect your security in carrying out the booking and providing credit card details over the internet.

Cancellation by the Guest

We are a small business, so cancellations can have a big impact on us, especially if we have turned away potential guests in favour of someone who has already booked and who then cancels. We do however appreciate that unforeseen circumstances can intervene, and we try to be as sympathetic and helpful as possible in such cases.

In the event of a cancellation up to 2 days **prior to the scheduled date of arrival** no charge will be made.

If you cancel your reservation within 2 days of the **scheduled date of arrival** a cancellation charge equivalent to the room(s) single night rate will be made.

Guests failing to arrive, without notification, may be responsible for a charge equivalent to the total reservation price.

The only exception to these cancellation terms, are for reservations made to stay during certain annual peak events such as Global Bird Fayre & Burghley Horse Trials. For such reservations any cancellations less than 7 days prior to the scheduled date of arrival will be responsible for the total reservation price, unless we are able to re-sell the room, whereby this would be waived.

We take all bookings in good faith. As we are unable to judge reasons for change, cancellation or non-arrival, guests are reminded that no exceptions to the above conditions will be made and that any booking made with Spanhoe Lodge for either accommodation, goods, services, meals or drinks that are pre booked (verbal or written) forms a legally binding contract. For this reason, we advise that you may wish to take out a suitable insurance product to cover against unexpected costs such as cancellation fees. In addition, we may take legal action, through the courts, to recover any outstanding debts.

Cancellation by Us

Should it become necessary for us to cancel a booking we will contact you immediately. Any payments made will be refunded in full. Should you wish to, we will attempt to book you into another local bed and breakfast / hotel in a similar standard of room(s). Should this establishment be more expensive than Spanhoe Lodge, we will pay the difference for the first night of your stay. Our liability will not extend beyond these conditions.

Car Parking

A car park is available for guests'. Cars parked here are at owners risk.

Afternoon Tea & Day Pool Pass Reservations

All afternoon Tea (whether booked direct, via our website or using a Buy-a-gift or similar voucher) are subject to the same cancellation policy as our rooms. If cancelled more than 2 days before the date of your booking, no charge will be made. If you cancel after that time, the afternoon tea or day pass will be chargeable.

Change of Room

Under normal circumstances we do not take bookings for a specific room, however If you request a specific room and the room requested is required to meet a specific guest needs or rendered unusable due to circumstances beyond our control, we reserve the right to transfer the booking to an alternative room.

Damage and Breakages

Please take care of Spanhoe Lodge. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. Please report these as soon as they occur especially if you accidentally spill something – it's much easier to clean if we know what it is and act quickly. We do not normally charge for small breakages, but we reserve the right to charge for repair or making good if the damage is significant.

Data

Some of the data gathered during the course of a booking may be held on computer. We would like to hold this data after your visit to be able to inform you of future offers. You will have the option when you check-in to allow us to store this data. See our Privacy Policy for further details.

Food & Drink

All food & drink consumed either whilst using the pool / hot tub / pool garden, or on the seated decking area must be purchased from Spanhoe Lodge. (The only exception to this rule is for bottled water)

Hot Tub & Pool

Before using the pool or hot tub, you will be required to sign in at reception. By signing in, you agree to abide by the pool & hot tub terms & conditions.

The maximum number in the hot tub at any one time is 5. The maximum number in the pool at any one time is 11.

The management reserve the right to close the pool at any point due to severe weather. These closures are beyond our control.

Should we need to close the pool due to a chemical imbalance whilst testing the water, or equipment failure, then no refunds will be given.

Children under 16 are not allowed in the hot tub at any time.

We operate on strict adult to child ratios.

Children under 4 must be accompanied by an appropriate adult 1 to 1.

Children between 4 and 8 must be accompanied by an appropriate adult 2 to 1.

Children under the age of 5 are not allowed in the hot tub.

Smoking & vaping is NOT permitted whilst in the pool & hot tub area (including the pool garden). Ashtrays are available and you are welcome to smoke in the other outside areas, excluding the decking area. Please be mindful of other guests who may be enjoying the facilities. Please note that offending guests may be asked to leave immediately.

Keys

You have access to your room 24 hours a day throughout your stay using the key given to you when you register on arrival. You have full responsibility of this key for the duration of your stay. Lost keys will be charged at £60.00. This charge will automatically be applied to the card we have on file for the booking.

Liability

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees whilst acting in the course of their employment.

Lost Property

We are happy to return items that have been left following departure. However, there will be a minimum charge of £5.00 to cover postage and packaging. Items of lost property will be retained for a period of 3 months, after which they will be disposed of.

Missing Items

We reserve the right to charge for missing items.

Payment

Payment may be made by BACS, Credit / Debit cards (excluding American Express) or cash.

Pets

We are very happy for you to bring your pet(s) (maximum 2) to stay at Spanhoe Lodge. We do make a one off charge of £20 to cover the cost of deep cleaning the room after your stay. This is in the interest of future guests who may have pet allergies.

We do have 4 very simple house rules:-

- Pets are not to be allowed on beds or furniture.
- Pets are not to be left unsupervised in the bedroom unless caged.
- Pets are not allowed in the Dining / Eating areas (except guide dogs)
- Pets are not allowed to be let loose or left unsupervised in the pool area.

Prices

We reserve the right to change our prices at any time. This does not affect bookings already made.

Smoking

Smoking is NOT permitted in either your bedroom, or the main building. Ashtrays are available and you are welcome to smoke in the outside areas, excluding the decking area, Nancy's Garden & pool garden. Please be mindful of other guests who may be enjoying the facilities. Please note that offending guests may be asked to leave immediately and may be liable for professional cleaning of any rooms and any outstanding balance of nights booked but not taken through early departure.

Termination Policy

Spanhoe Lodge reserve the right, at its discretion, to terminate, without notice, an individual's stay where deemed necessary through unacceptable behaviour or as a result of actions which are likely to endanger or offend others (Please note that non compliance of our non smoking policy may constitute termination). In such circumstances any outstanding account must be settled, no refunds will be made.

VAT

All published rates are inclusive of VAT at the current rate.

Wi-Fi Access

By using our Wi-Fi Service you are required to agree to the terms and conditions of use in force at the time.

We reserve the right to amend these terms and conditions at any time.

You acknowledge and agree that all intellectual property rights (including, but not limited to, copyrights (including rights in software), trademarks, database rights, patents and inventions) in and relating to the service are owned by us and our licensors or contractors. Nothing in this agreement operates to transfer any such intellectual property rights to you.

We reserve the right to assign or sub-contract any of our rights and obligations under this agreement without notice to you.

If any provision of this agreement is found to be unenforceable by a court of competent jurisdiction, the other provisions shall nevertheless remain in full force and effect.

This agreement is governed by the laws of England and the parties hereto submit to the non-exclusive jurisdiction of the English courts.