

## TERMS & CONDITIONS

The terms and conditions detailed below apply to all bookings made with South Lakes Hotels, whether at [www.bestlakesbreaks.co.uk](http://www.bestlakesbreaks.co.uk) via the individual hotel websites or by telephone or otherwise. Please note that for promotional bookings the relevant additional terms and conditions should be consulted.

When you make a booking, your contract (which shall include these terms and conditions) will be with South Lakes Hotels, which shall mean in these terms and conditions South Lakes Hotels, c/o 6 Station Road, Hest Bank, Lancaster, Lancs. LA2 6HP

All rates featured on the Bestlakesbreaks website or quoted by telephone or otherwise are offered subject to availability and South Lakes Hotels reserves the right to refuse any booking for good reason. Only adults 18 and over can stay at the hotel unaccompanied.

All prices are subject to availability.

## PRICING

We offer a full range of packages and pricing. Our packages and pricing will fluctuate depending on availability and demand at any given time. All prices are subject to change without notice. Prices are subject to availability and are inclusive of VAT at the current prevailing rate. Your price is guaranteed once you have been given a confirmation number.

## ADVANCE PURCHASE RATES

In general, our Advance Purchase rates are available 14 days or more before the date of arrival (exceptions may apply to select hotels), and are fully prepaid at time of booking. Advance Purchase Rates are non refundable and non transferable.

For all other rates our cancellation policy is 3 days prior to arrival. Full payment will be taken 3 days prior to arrival and cancellations after that time will not be refunded. Bookings made within the 3 day timescale will have payment taken at the time of booking

We advise all our guests to ensure that they have adequate travel insurance in place.

## PROMOTION & PARTNERSHIP RATES

These rates will require a promotion code. Separate terms and conditions may apply which will take precedence over these standard booking terms and conditions.

For the avoidance of doubt, your price does not include any incidental charges which you may incur during your stay (including, by way of example only, in respect of your use of the hotel's bar and mini-bar facilities and the costs of external telephone calls from your room). Such charges will be payable by you on your departure and, in the event that you fail to pay any such incidental charges, it is a condition of your contract with South Lakes Hotels that you irrevocably authorise South Lakes Hotels group to debit your credit or debit card (see 'Deposits and Pre-payments' below) for the amount of any shortfall.

## PRICE MATCH

At South Lakes Hotels we are committed to delivering attentive service from the moment you decide to choose one of our hotels for your next short break or business trip. Whether you book via computer, tablet or mobile, it is our aim to make your booking experience as quick, easy and secure as possible.

Book online at [bestlakesbreaks.co.uk](http://bestlakesbreaks.co.uk) for the best rate, guaranteed. If you find a better publicly-available rate anywhere else online, we will match it.

### Price Match Terms & Conditions

We guarantee the best online rate at [www.bestlakesbreaks.co.uk](http://www.bestlakesbreaks.co.uk) based on the following terms and conditions:

1. Your original reservation must have been made directly with the hotel or via our website [www.bestlakesbreaks.co.uk](http://www.bestlakesbreaks.co.uk)
2. The lower rate must be found, and the claim made within 24 hours of the original booking being made.
3. Price Match only applies to publicly available rates, which can be seen and booked without any kind of restriction or membership requirement.
4. The lower rate found must be for exactly the same booking criteria meaning the same hotel, the same room type, same inclusions, the same stay dates and the same rate description. The cancellation policy and all other terms and conditions of the stay must also be identical.
5. South Lakes Hotels will verify the lower rate claim and respond within 3 working days\* of the claim being made. \*Claims will be processed Monday to Friday, 9.00am to 5.00pm.
6. The rate comparison will be made net of any taxes, gratuities or any other fees associated with the room rate, and the lower rate must still be available at the time the hotel validates the claim. Rate differences solely due to exchange rate fluctuations and/or differences in currency exchange rates are excluded from the guarantee.
7. When a claim covers a multiple night stay, the rate comparison will be made against the total room cost on [www.bestlakesbreaks.co.uk](http://www.bestlakesbreaks.co.uk) compared to the total room cost on the other website.
9. South Lakes Hotels has the sole right to determine the validity of any claim, including without limitation, determining that the lower rate found is genuinely available and that the claim meets all terms and conditions. In case of dispute, South Lakes Hotels decision is final.

To make your claim, email us on: [marketing@bestlakesbreaks.co.uk](mailto:marketing@bestlakesbreaks.co.uk)

#### WHAT THE PRICE INCLUDES

Prices for breaks include twin or double bedrooms with colour TV, direct dial telephone and private en-suite bathroom. Our bed and breakfast and dinner, bed and breakfast inclusive rates incorporate a saving on our standard hotel prices. They all include VAT at the prevailing rate.

#### AVAILABILITY

Certain dates may be subject to a minimum length of stay. All rates are subject to availability.

#### SINGLE GUESTS

Individual guests may book a double or twin room for sole occupancy. These rooms may carry a supplement. Please ask at the time of booking.

#### CHILDREN

Children's accommodation rates apply to children aged 12 years and under. Please note that some of the child beds in our family rooms may be smaller than full size single beds or may be bunk beds.

All children's meals other than breakfast will be charged as taken

#### GUESTS WITH IMPAIRED MOBILITY

A number of our hotels offer modified facilities for guests with impaired mobility. Others, whilst not having special facilities, have mainly level access to public areas and accessible bathrooms. Guests with impaired mobility or other particular requirements should check with their chosen hotel in advance that their requirements can be met. Please call the hotel direct for details.

#### DOGS

All our hotels are able to accommodate dogs. Dogs are not allowed in the hotel restaurant or leisure club (where applicable)

#### CAR PARKING

Car parking is free at all of our hotels

#### ARRIVAL AND DEPARTURE

Hotel rooms are available from 3pm on the day of arrival. Rooms must be vacated by 11am on the day of departure, unless otherwise sanctioned at the discretion of the hotel manager.

## MEAL ARRANGEMENTS

Rates which include breakfast offer a full traditional or continental breakfast with tea or coffee, unless stated otherwise. Rates which include dinner offer a £30 allowance towards the cost of our a la carte or bar menu (food items only) There is no refund for meals which are not taken by guests and lunch cannot be taken in place of dinner.

## HEALTH, LEISURE AND WELLBEING

Many of our hotels have leisure such as a swimming pool, steam room, sauna and spa pool (the availability and range of facilities varies from hotel to hotel).

Under 16's are not permitted to use the gym. They must be accompanied by a responsible adult at all times when using any other available leisure facility. Under 8's are not permitted to use the spa pools, saunas and steam rooms.

If you have had or are suffering from severe allergies, ill health, a particular medical condition or are pregnant we advise you to speak to your GP prior to arrival to ensure you can use our full facilities.

## GROUP BOOKING

A booking of eight rooms or more is classified as a group and is subject to our Group Terms & Conditions of business, which differ from our Best Available and Advance Purchase rates. Please contact the hotel directly for further details.

## GIFT VOUCHERS & VOUCHER PRIZES

Gift vouchers and vouchers used as competition prizes, unless otherwise specified on the voucher, are valid for one year from date of issue.

Gift vouchers should be presented to Reception on arrival

## SPECIAL REQUESTS

Whilst every effort is made to fulfil any particular requests which you may make in relation to your stay with us, please note that these requests do not form part of our contract and we cannot guarantee that we will be able to meet any particular requests.

## COMPLAINTS OR COMMENTS

Any complaint or comment regarding a stay at one of our hotels should be made in the first instance to the hotel's duty manager at the time of your stay so that it can be resolved at the time.

## GENERAL INFORMATION

Although every effort has been made to ensure the accuracy of the information set out on our websites and marketing campaigns, we cannot accept responsibility for any errors or omissions, and reserve the right to vary, amend, supplement or cancel any of the information or offers featured on our websites or email campaigns or otherwise at any time.

All details are correct at time of going to print, however may be subject to change from time to time.

South Lakes Hotels shall not be responsible for any loss or damage which you may suffer arising out of events beyond its control or the control of its suppliers (including, without limitation, fire, failure of electrical, gas or other power supplies, strikes, industrial action, terrorist activity, technical problems with transport, illness of entertainers and bad weather), nor for any curtailment, cancellation or change to any accommodation, activity or itinerary or any other consequences which arise as a result of such events.