

# Rowan Lodge

## Terms & Conditions

### Terms of Booking & Booking Deposit

By placing a booking with Rowan Lodge you (the lead guest) and your booking party (guests) agree to the following terms and conditions as set-out. During your stay you agree to abide by the subsequent conditions as set-out. If you have any questions about booking with us please contact us before making a booking.

To place a booking with us the lead guest must be at least 18 years of age. The maximum number of staying guests per room is illustrated in the room occupancy details on the website. Where the person making the booking is different to the lead guest taking up the occupation, the person making the booking may be held responsible for cancellation, non-arrival and damages as set-out within. Only the lead guest and the named booking party are allowed to use the property and its facilities, any third party visitors are only allowed access at our express permission.

To secure any booking we require a deposit to be paid in advance. Deposit payments must be 'cleared funds' before a booking can be confirmed. Deposits are only refundable under the conditions set-out here within.

Payments can be made over the phone using debit / credit card as well as by digital bank transfer, cheque or cash deposit. Any charges raised against us by our banks for handling dishonoured cheque's, bank transfers or any other payments, must be reimbursed by the lead guest within seven (7) days of any request to do so.

All guests agree to respect the privacy and peace of all other staying guests, neighbours and the owners at all times. We reserve the right to cancel a booking with immediate effect if guests are not honouring this agreement or causing a disturbance / nuisance to other guests, neighbours or the owners.

### Check-in and Check-out

Guests must check-in and check-out by the times stated below;

- Check-in by: 16:00pm and before 23:00pm on day of arrival
- Check-out by: 11:00am on day of departure

Alternative check in Check-in and Check-out times at Rowan Lodge can be discussed and arranged at our discretion.

### Cancellation, Returned Deposit & Non-Arrival Conditions

Guest who need to cancel a booking should contact us as soon as possible. Deposits already paid are only returned in accordance with the following conditions;

- Cancellation made 15 days or more in advance of arrival date = Full deposit refund
- Cancellation made 14 days or less of arrival date = 50% of deposit refund
- Cancellation made 48hrs or less of arrival date = No refund issued, full amount of booking due

Non-arrival guests, who are unable to attend or fail to attend for whatever reason forfeit their deposit paid and the full amount of the booking will be due. It is suggested that booking guests take out appropriate holiday / cancellation insurance where required.

In the rare event we need to cancel your booking with us, please be aware that we cannot be held liable for circumstances beyond our control and that our liability to you is limited to the refund of any payment already made.

### WiFi Fair & Appropriate Usage Policy

WiFi Internet access is provided at Rowan Lodge. We ask guests to accept to use this access to the Internet fairly and appropriately in order to maintain a fair and high level of service to all our guests.

The Internet access provided is intended for general use such as access to the world wide web, email, messaging, social media, light video / music / media streaming. It is not intended or ideally suited for heavy media streaming, online gaming, extensive downloads / uploads. Access to illegal activity or use of our network for illegal activity is prohibited and if deemed necessary will be reported to local authorities.

## Damages & Lost Property

We reserve the right to charge the lead guest for any damages caused through the course of a booking by any member of the booking party. This includes breakages, spillages, stains, damage to furniture or fixtures and fittings. Any accidental damages should be reported as soon as possible in order to minimise damage and associated costs. Lost keys will incur a replacement charge per key lost.

Any lost property, if discovered and found, left behind by guests during a stay will be held for a period of 1 month. While we will make our best efforts to reunite lost property with their owners we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belonging before checking-out. We may offer to post lost items via recorded delivery at the cost of the property owner, otherwise collection can be arranged.

## Smoking

Rowan Lodge operates a non smoking policy both in the guesthouse and in the cottages. Smoking of any tobacco products including, but not limited to cigarettes, pipes, cigars and e-cigarettes is only allowed outside all accommodation and is in accordance with the Health Act 2006.

## Pets

We do not allow pets at Rowan Lodge either in the guesthouse or in the cottages.

## Parking

We provide limited on-site parking. Guests accept that they park their vehicles at their own risk.

## Your Personal Details & Privacy

We are required to keep a register of guests over the age of 18 who stay with us, this includes full names and nationality, and/or passport numbers, place of issue, details of next destination if they are non-British, Irish or Commonwealth guests. This is in accordance with the (Immigration (Hotel records) Order 1972). These records are kept for a minimum of 12 months and in accordance with the DPA (Data Protection Act 2018) and the GDPR (General Data Protection Regulation).

Our policy surrounding the personal details you provide as part of any booking or enquiry through this website / or third party website, including the privacy of those details are explained and set out in our Privacy Policy which you can read here.

You accept that any entries you make to our on-site guest book will not contain personal information or details you would not want disclosed. Any entries containing personal details that may fall into the DPA and GDPR may be removed and destroyed.

## Our Right To Cancellation

We reserve the right to cancel any booking without compensation, refund or reimbursement if the terms of these conditions are breached.

## Terms References & Further Information

[\\* Health Act 2006](#)

[\\* Immigration \(hotel records\) Order 1972](#)

[\\* Overview of the GDPR – General Data Protection Regulation](#)

[\\* Data Protection Act 2018](#)