



Ocean Lodge Booking Terms and Conditions

**3 Park Road,
Swanage
Dorset
BH19 2 AA
Tel: 01929 422805
Fax: 01929 425225
E-mail: stay@oceanlodgeswanage.co.uk**

Thank you for choosing to book with Ocean Lodge. We look forward to welcoming you. By making this booking you are entering an agreement with us. Please read our terms and conditions of booking below.

Prices

The price of accommodation includes breakfast.

Pets

Sorry, we do not allow pets at this property.

Acceptance of Children

Sorry, no children under the age of 3 are allowed at this property unless by special arrangement. We do not have facilities for very young children.

Cancellation and Insurance

When making a booking at Ocean Lodge to secure the accommodation we will need to take either debit or credit card details and a deposit of £25 per adult at the time of booking. A booking of 1 night only must be paid in full at the time of booking.

If in the event you need to cancel your booking we will endeavour to re let the room, but if we are unable to do so then we reserve the right to make a charge at our discretion as follows:

- Cancellation 14 days prior to arrival – payment in full
- Cancellation 21 days prior – 50% payment
- Deposit is non refundable
- Non- Arrival or Curtailment of stay will incur the full cost of booking

Unfortunately we are unable to judge the reasons for change, cancellation or non-arrival of guests, therefore we kindly remind you that a booking made with Ocean Lodge, either verbal or written forms a legally binding contract and as a result we recommend you take out appropriate holiday insurance.

Non-availability of Accommodation

We would only cancel your holiday if your accommodation was unavailable for reasons beyond our control. We would however attempt to offer you alternative accommodation. If this was not possible, or unacceptable to you, then we would refund all monies paid by you for the holiday. Our liability would not extend beyond this refund.

Arrival

Your accommodation will be available to you from between 12 – 1pm or after 5pm on the day of arrival, unless otherwise arranged. We may not be able to accommodate you if you arrive earlier than the agreed time as we will be busy preparing your rooms.

Late arrival procedure

Please ensure you contact us no later than 6pm to let us know if you will be arriving late. Failure to notify us may result in the room being re-let or the full cost of the room being charged to your credit card.

Departure

Please be ready to leave the accommodation by 10am on the day of departure, unless otherwise arranged. We will provide you with an invoice, payable on departure.

Damages and Breakages

Please take care when staying in our property. You are responsible and liable for any breakages or damages, which you cause, to the accommodation or its contents. All we ask is that you report any incidents as they occur. We do not normally charge for minor breakages, but we may send you an invoice for repair or making good if the damage or breakage is significant, and we may make an additional charge £20.00 if you did not report this.

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 or contractors whilst acting in the course of employment.

Privacy Policy

Any data collected during the course of this booking will be stored on our computer(s). With your permission we may from time to time contact you about promotions and offers. We will not share your details with any third party.

Smoking

This is a non smoking establishment, it is classed as a public place and it is therefore illegal to smoke on the premises. We respectfully ask for your cooperation and consideration in this matter at all times.

A warm welcome awaits you at the Ocean Lodge.