



Terms and Conditions

Booking Terms

These booking terms ('Booking Terms') are between the person or lead guest making the Booking and The Bowden Lodge (18 Albert Road, Southport, Merseyside, PR9 0LE). These Booking Terms are for the provision of guesthouse accommodation services, These Booking Terms are governed by English law and apply to all Bookings. By making a Booking You are deemed to accept and be bound by these Booking Terms. 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 can use the property and its facilities, any third-party visitors are only allowed access at our express permission.

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 honoring this agreement or causing a disturbance / nuisance to other guests, neighbours or the owners.

You must be able to enter a legally binding contract and be over 18 years of age to make a Booking.

Covid-19

We are committed to keeping our staff and guests safe during the Covid-19 Pandemic. During this time, we are following the Government Guidelines and expect our guests and staff to do the same.

Check in details will be taken by email prior to arrival to reduce contact time at check in. Face visors or masks will be worn by staff in guest areas whilst Government recommendations require it. Guests should also wear face masks in communal areas whilst Government recommendations require it. The Guest Lounge will remain closed until advised by the Government that it can be opened.

Hand Sanitisation

It is especially important to hand wash or hand sanitise frequently during the pandemic. There are several hand sanitisation stations around the property for guests and staff to use.

Social Distancing

It is the responsibility of both guests and staff to observe social distancing rules within the property whilst Government recommendations require it. Wherever possible a 2 meter distance needs to be maintained between individuals who are not from the same household or 'bubble'. In any eventuality a minimum of 1 meter + distance must be maintained. Some of our hallways and corridors in the property are only a meter wide and therefore passing others is not possible. People need to be considerate and courteous and allow priority to others e.g. people coming down the stairs should give way to people coming up the stairs by stepping in to one of the side corridors off the landing areas. In the hallway that leads to the dining room, guests leaving the dining room should give way to people entering the dining room by stepping back in to the dining room and allowing plenty of space.

Food

As Covid restrictions allow, breakfast will be served in the guest dining room between 8am – 9am. However, if restrictions prevent this 'breakfast trays' will delivered to the guest room door or breakfast 'bags to go' are also available. In this event all breakfast options will need to be ordered by 9pm the night before. We will operate a 'timed system' so you'll be required to specify your preferred breakfast time slot and we shall endeavor to keep as rigidly to those timings as we possibly can. Please see our website www.bowdenlodge.co.uk to view **all** food options. Pack lunches are also available and must be ordered by 9pm the evening before. These will be delivered to your room door by 10am on the day required or at an alternative agreed time. Breakfast is the only meal included in your room rate and any additional meals will be charged as extra.

Servicing of Rooms

During the Pandemic, rooms will be tidied once guests have gone out for the day and staff will be equipped with all the necessary PPE whilst working in the letting rooms.

Develop symptoms of Covid-19

If you develop symptoms of Covid-19 within seven days prior to check-in, you will need to cancel your booking and self-isolate. If a member of your household develops symptoms prior to your arrival, you need to cancel your booking and self-isolate for 14 days as per Government guidelines.

If you develop symptoms whilst staying at The Bowden Lodge, you need to inform us immediately on 07484 547340 and you and all guests sharing your room must self-isolate in your guest room to minimise any risk of transmission. Please be aware that under these circumstances all personnel will be prohibited from entering your room. You should request a Covid-19 test at www.nhs.uk. If you are confirmed to have Covid-19 you should return home immediately. If your stay is extended, you will be liable for the additional costs incurred.

Outbreak of Covid-19 in the Guest House

Should we experience an outbreak of CoronaVirus in the house, forward bookings for fourteen days or more will be cancelled, due to the fact that we also will have to self-isolate.

Cancellation Policy due to Covid-19

Our cancellation policy remains unchanged due to Covid-19 and all the information is detailed below.

Booking Deposit

To secure any booking we require a valid debit / credit card number and supporting information, or a bank cheque made out to the Value of one-night accommodation. Where a cheque has been issued to secure the booking, we will require the cheque to clear before guaranteeing the booking. Any deposits (payment in advance to secure high value bookings e.g. large parties with multiple rooms or duration of intended stay longer than 7 nights) made by card payments/ cheques/postal orders/bank transfer are non-refundable. Any charges raised against us by our banks for handling dishonored 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.

Cancellation by you

Where bookings have been secured with valid debit / credit card details:

If you cancel three days or more before your arrival date, we will destroy your card details and there will be no ongoing charges made against you. If you cancel less than three days before your arrival date, we will take the total value of your booking from the card details provided. **We recommend that you take out travel insurance which provides for cancellation cover.**

Cancelling on check in date or failure to check in ("no-show"), or leaving before your due departure date, we will take the total value of your booking. **We recommend that you take out travel insurance which provides for cancellation cover.**

Where bookings have been secured with cheques / postal orders / bank transfers:

Cancelling up to three days before arrival date, no further action will be taken. If you cancel less than three days before your arrival date including cancelling at 'check in' failure to check in ("no-show"), or leaving before your due departure date, we reserve the right to charge you for the full balance due for the whole of your booking and an invoice will be sent to the address provided.

Cancellation by us

In the unlikely event that we are forced to cancel your booking, due to circumstances beyond our control, we will attempt to offer you alternative accommodation. If suitable accommodation is not available (or unacceptable to you) then we will refund all monies already paid by you and confirm that you will not be liable for any further payments to us. In any circumstances where you are entitled to compensation, the limit of our liability to you arising from our breach of contract will be up to a maximum of 150% the cost of your booking.

Payment

We accept payment by credit or debit card. Payments in cash on departure accepted. No cheques will be accepted on departure.

Payment for any outstanding balance for the cost of your stay and any extras incurred will be payable on departure. Please note we do not accept American Express.

Any charges raised against us by our banks for handling dishonored 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.

Prices

Prices quoted are for room and breakfast only and are based on the information you have provided. If the information changes prior or during your stay you may be liable for additional costs. Any extra costs incurred during your stay (products from the mini bar for example) will be charged on check out.

Arrival and departure

You will be able to check in between the hours of 4pm and 10pm Please phone in advance to advise of an estimated time of arrival, as our reception is not continually manned. Arrivals after 10pm are by prior arrangement only. If prior arrangements have not been made, and you do not arrive by 10pm, we reserve the right to treat it as a "no-show". Your booking may be cancelled and we have the right to re-let your room. We request that you vacate your room 10.00 a.m. on the day of departure.

Amendments

To make any amendments to your booking simply call us 01704 543531.

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 front door keys will result in a charge for replacing the lock and 20 keys. Loss of room keys / fobs / access cards will incur a replacement charge per item.

For any items discovered damaged or missing after you depart, or for the cost of reinstating the room back to a lettable condition (for any time period for which it is considered un-usable due to damage caused by you or your party), we reserve the right to charge the debit/ credit card used to secure the booking. If you paid your deposit by cheque, upon discovering the damage we will issue an invoice for the charges to be settled.

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 a cost to the property owner, otherwise collection can be arranged.

Golf Clubs

Golf clubs are not permitted in the guest bedrooms. Secure storage can be provided on the Ground floor if required.

Smoking

We are a No Smoking establishment. Smoking of any products including, but not limited to cigarettes, pipes, cigars, vaping, snuff or chewing tobacco, is only allowed in the designated area (under the front porch) and is in accordance with the Health Act 2006. For individuals found smoking in prohibited areas an on the spot fine of £50.00 is mandatory.

Parking

On-site parking is provided and guests accept that they park their vehicles at their own risk. Parking is not guaranteed and is on a first come first served basis.

Pets

Sorry, we do not accept pets.

WiFi Usage Policy

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 not permitted and will be reported to local authorities.

Our Liability

We do not accept any liability for damage to your property or injury to you (or other members of your party) whilst on our premises unless caused by the negligence of us, or our employees.

Law

Any dispute between us will be governed by the non-exclusive law of the English Courts.

Your Personal Details & Privacy

We are required to keep a register of guests over the age of 16 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, non-Irish or non-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 1998) and the GDPR (General Data Protection Regulation).