



Online Booking Terms and Conditions

The terms and conditions detailed below apply to all online bookings at www.lakedistricthotels.net or via the individual hotel websites.

When you make a booking, your contract (which shall include these terms and conditions) will be with Lake District Hotels Ltd, Armathwaite Hall, Bassenthwaite, Keswick, Cumbria, CA12 4RE. (Referred to in these terms and conditions as Lake District Hotels).

Pre-Payments

Full prepayment for your stay is required at time of booking and will be non-refundable and non-transferable for certain special breaks at The Lodore Falls Hotel and The Inn on the Lake, The George Hotel, The Skiddaw Hotel, The Borrowdale Hotel and The Kings Arms Hotel.

Deposits

A non-refundable deposit of £40.00 per person is required at The Lodore Falls Hotel and The Inn on the Lake, The George Hotel, The Skiddaw Hotel, The Borrowdale Hotel and The Kings Arms Hotel at the time of booking.

Final Payment

Prior to the departure of the hotel you will be required to settle your account in full.

Cancellations

The non-refundable deposit will be retained by the hotels at all times.

If you cancel your booking within 7 days of the arrival date 50% of your full stay is payable to the hotel. If you cancel within 48 hours of your arrival date 100% of your full stay is payable to the hotel. Cancellation charges will be charged to your credit/debit card.

In the unlikely event that we have to change or cancel your reservation, we reserve the right to do so. However, you have the right to: accept the changed arrangements as notified; or make alternative arrangements with Lake District Hotels; or cancel your reservation and receive a full refund of any monies which you have paid to Lake District Hotels in respect of your reservation (please note that we shall not be liable for any sums which you have paid to any other persons in connection with your reservation).

For the avoidance of doubt, we shall have no further liability to you for any changes to or the cancellation of any online booking.

Pricing

All prices are per room in £'s (unless otherwise stated). All prices include VAT at the current prevailing rate.

Prices are subject to change without notice; we reserve the right to alter your rate should a mistake be identified.

Although every effort has been made to ensure the accuracy of the information contained online, 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 online at any time.

What the price includes: website prices include double/twin bedroom, single room for single guests, colour TV, direct dial telephone (excluding Kings Arms Hotel) and en suite bathroom. Meals as outlined in the rate details.

Prices shown on-line are not valid in conjunction with any other offer and until you receive your confirmation number are subject to change without prior notice.

Availability

Availability of rooms at the rates shown online may be limited and/or restricted to certain periods. During major sporting events, social events, conferences and exhibitions, the same rates may not be available.

Single Guests

Some of the hotels have a limited number single rooms available.

Certain hotels will accept single occupancy in double/twin rooms at a surcharge please contact the hotel directly.

Children

Children ages 2-15 sharing a room with 2 full paying adults will be charged a maximum of £25.00 per child per night. This rate includes breakfast. All children's evening meals are charged as taken from either the children's menu or the restaurant menu.

Family suites are available in certain hotels, please contact the hotel directly.

Dogs

All of our hotels are able to accommodate dogs, at the manager's discretion, at an extra charge. Please call the hotel direct for details.

Car Parking

Car parking is free at most of our hotels, but at some sites there is limited availability. For further information on parking availability and charges, please call the hotel direct.

Checking In and Out & Arrival and Departure

Hotel rooms are normally available from 3:00pm on the day of arrival. Rooms must be vacated by 11:00am on the day of departure, unless otherwise sanctioned at the discretion of the hotel manager. For certain of our hotels, these times may differ. Please ask for details of the arrival and departure times when making your booking.

Meal Arrangements

Those rates which include breakfast offer a full traditional or continental breakfast with tea or coffee. Those rates which include dinner offer a choice from the hotel's table d'hôte menu. Where a hotel does not offer a table d'hôte menu, an allowance (which varies from hotel to hotel) is allocated towards dining from the à la carte menu. There is no refund for meals which are not taken by guests.

Damage

Any damage incurred by you or your party during your stay in the hotel, will be charged to your credit card.

Health, Leisure and Beauty

Two of our hotels have leisure facilities (which are free for guests) such as swimming pool, (Lodore Falls only) steam room, sauna and jacuzzi (the availability and range of facilities varies from hotel to hotel). Please check the availability and range of facilities at your chosen hotel when placing your booking. A charge will be made for the use of certain facilities, exercise classes and beauty treatments. Your use of such facilities is subject to any particular terms and conditions applying at the hotel at which you have placed your booking. All guests staying at any of our hotels can use these leisure facilities; please contact the relevant hotel for details.

Under 16s are not permitted to use the gymnasium (where available) and must be accompanied by a responsible adult at all times when using any other available leisure facilities.

Under 12s are not permitted to use spa pools, saunas and steam rooms.

Booking Information

Book on-line at www.lakedistricthotels.net. Due to the nature of some of our products, not all of them are available online. Please contact hotels direct for more details.

Special Requirements

Please advise the hotel of any special dietary needs or other requirements, including mobility issues, you may have prior to arrival.

Special Requests

Whilst every effort is made to fulfill your requests, unfortunately, we cannot guarantee these and failure to do so will not constitute a breach of contract.

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 all reasonable efforts can be made to resolve the situation at the time. Problems which cannot be resolved there and then should be notified in writing to The Hotel Manager.

Third party suppliers

Elements of your break may include service supplied by third parties (for example entrance to activities, mountain bike hire etc). Such third party suppliers will usually have their own set of Terms and Conditions relating to the services they provide. You should consult any third party Terms and Conditions soon after making a booking if your break includes such items.

Accuracy of Details

While we have tried to ensure that all information about the Hotels, facilities, attractions and events are accurate we cannot accept responsibility if this is not the case. Please do remember that facilities may alter from time to time and Lake District Hotels cannot be held responsible for any changes that occur or any errors or omissions in respect of the information. Liability is therefore excluded for any loss of expense incurred further to reliance upon such information.

Privacy Policy and Security

Your privacy and security is important to Lake District Hotels when visiting our Site. Lake District Hotels will not loan, rent or sell your personal details to any third parties without your prior consent and will comply with all data protection legislation in force from time to time with regard to the treatment of any data it collects using the website.

General Information

Although every effort has been made to ensure the accuracy of the information contained online, 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 online at any time.

Lake District 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, war, 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.

For the avoidance of doubt, nothing in these terms and conditions shall operate to attempt to exclude or limit the Company's liability for the death or personal injury of any person caused by the negligence of the Company or its employees, servants or agents or to attempt to exclude or limit the Company's liability in any manner which would be unlawful.

These Terms and Conditions are subject to English Law and any dispute in relation to them shall be subject to the exclusive jurisdiction of the English Courts.