

TERMS & CONDITIONS

Contact Our Team

To make an enquiry or booking please call our team on 01986799100 or email them reception@whitehouselodges.co.uk. You can book directly with us online 24 hours a day at www.whitehouselodges.co.uk

Booking Information

Our team will be delighted to help with any questions you may have to ensure you have the best experience with us.

Prices

The prices and charges shown on the website and in other White House Lodges communications (leaflets, brochures, social media) are subject to change. Exact prices and charges will be confirmed at the time you make your booking.

How To Pay

Payment can be by Credit Card, Debit Card or bank transfer. A deposit will be required to confirm your booking, and full payment must be paid 6 weeks prior to your booking.

VAT

All prices where applicable are inclusive of VAT.

Arriving

Once you have booked, you will receive an email from White House Lodges confirming your booking. Prior to your stay you will receive an email going through all the arrival information that you need for your stay.

Check In & Check Out Times

Check in – 4pm

Check out – 10am

If you require a late check out, please let us know so we can confirm if this is possible. Late check out is charged at £15 per hour. In some cases it may be possible to check in early, please email our reception team and they can confirm if this is possible for your stay.

Early Departure

Guests who leave White House Lodges before the departure date specified on their booking confirmation will not be entitled to a refund for the unused part of their booked stay.

Cancellation By You (Individual Bookings)

If you or a member of your party need to cancel your confirmed booking, please notify us at reception@whitehouselodges.co.uk.

Our cancellation policy is as follows;

Any cancellation made 6 weeks prior to the booking date will be refunded in full.

Any cancellation made 4 weeks prior to the booking date will incur at 50% charge of the overall booking price.

Any cancellation made within 4 weeks to the booking date will incur at 100% charge of the overall booking price.

Cancellation By You (Venue Hire Bookings)

Our cancellation policy is as follows;

Any cancellation made 6 weeks prior to the booking will incur at 50% charge of the overall booking price.

Any cancellation made within 6 weeks to the booking will incur at 100% charge of the overall booking price.

Cancellation by us

It is unlikely that we will have to make changes to your booking for your White House Lodge stay. However, occasionally we may have to make changes either before or after your booking has been confirmed or cancel confirmed bookings. We reserve the right to do so at any time. If we have to make a significant change to or cancel your booking, and provided that there is time to do so prior to your arrival at White House Lodges, we will notify you of such change and you shall have the option to: (a) accept the alternative proposed booking arrangements as notified to you, or (b) cancel your booking (together with a refund of any monies paid to us). You must notify us of your choice within 7 days of our offer of the alternative booking arrangements. If you do not do so then we will assume that you have chosen to accept the alternative booking arrangements.

You will not be entitled to the above option where any change is minor or where the changes or cancellation by us arises out of alterations to the confirmed booking requested by you.

The option above will be your sole remedy in the event of a significant change or cancellation by us. No compensation will be paid and no liability beyond offering you the above option (where applicable) can be accepted.

If you need to make amendments to your booking, please contact our reception team who can check if this is possible.

Travel Insurance

We strongly recommend that you consider booking travel insurance which amongst other things provides cover in the event of a cancellation, curtailment, or illness etc.

Whilst at White House Lodges

White House Lodges Property

You must use your accommodation and its contents with care and leave it in a clean and tidy condition on departure. An accommodation inventory is available in advance on request. We reserve the right to charge you for any extra cleaning, missing items or damage.

We reserve the right to enter your accommodation at any time for any reasonable purpose, for example, to make checks, maintenance work or housekeeping. Your occupation is not exclusive.

The members of your party and the allocation of guests in each accommodation unit must remain the same for the whole of your stay.

The maximum number of guests in each accommodation type (as stated on our website) must not be exceeded. If it is, we may move those additional persons to another accommodation unit and will charge you or them the appropriate full charge for the additional accommodation, from the date your party arrived for the break.

Our aim

Our aim is to provide a relaxed break suitable for friends and families in a natural environment. To ensure the maximum enjoyment of your break and that of all our other guests you must comply with all of the requirements in this agreement. We draw your particular attention to the paragraphs below and to the safety and other information you will receive on or before arrival. You must also note and comply with all verbal or written guidance, especially safety guidance supplied to you by us. You must comply with all notices.

Behaviour and compliance with this agreement

You are responsible for the behaviour of all members of your party. Behaviour should be in keeping with the family environment and should not be aggressive, excessive, noisy or

disruptive, especially at night. Offensive or illegal behaviour will not be tolerated and may result in the police being involved. Offensive or aggressive behaviour or language towards our staff is not acceptable. We may ask you and/or any member of your party to leave immediately if your conduct results in police attendance or is considered by us to be inappropriate; likely to cause harm; or impair the enjoyment, comfort or safety of anyone; or is likely, in our belief, to breach any of this agreement. No refunds or compensation will be given in these circumstances and we reserve the right not to accept any future bookings from you or any member of your party.

Children's supervision and parental responsibility

There must be at least one capable and responsible adult over the age of 18 in every accommodation unit.

You are responsible for the supervision of all members of your party under the age of 18.

Parties not meeting the required ratio or who are not supervising their children responsibly may be asked to put appropriate arrangements in place.

Wireless facilities

Wireless internet access, where available, is not guaranteed and is provided subject to third party terms and conditions which are available when accessing the system. The facility is not subject to any particular security, and only has limited filtering measures and requires continuous parental supervision when used by children.

We reserve the right to disclose your name and address to our internet service provider if we discover that you or a member of your party illegally downloaded content from the internet or otherwise engaged in unlawful activity whilst using this facility.

Gym & Sauna Facilities

By using our gym and sauna facilities, you acknowledge and agree to the following terms and conditions. Please read these carefully before using the facilities.

Assumption of Risk:

The use of gym and sauna facilities involves inherent risks, including but not limited to the risk of injury or illness. Users voluntarily assume all risks associated with such activities.

No Responsibility for Injuries:

White House Lodges and its employees, agents, and representatives assume no responsibility or liability for any injuries, accidents, or health issues that may occur as a result of using the gym or sauna facilities.

Personal Responsibility:

Users are solely responsible for their own health, well-being, and safety while using the facilities. It is recommended to consult with a medical professional before engaging in any physical activities, especially if the user has pre-existing health conditions.

Equipment Use:

Users are responsible for using gym equipment properly and in accordance with any provided instructions. White House Lodges is not responsible for any misuse of equipment leading to injuries.

Supervision and Assistance:

White House Lodges may not provide constant supervision or assistance. Users should use the facilities with caution.

Sauna Guidelines:

Users of the sauna should be aware of the potential risks associated with high temperatures. It is advised to limit sauna sessions to a reasonable duration and stay hydrated.

No Medical Advice:

Any information provided by White House Lodges or its staff, whether written or verbal, is not intended as a substitute for professional medical advice, diagnosis, or treatment.

Facility Maintenance:

White House Lodges endeavours to maintain the facilities in good working order. Users should report any equipment malfunctions or facility issues to staff promptly.

By using our gym and sauna facilities, you acknowledge that you have read, understood, and agree to be bound by these terms and conditions. If you do not agree with any part of these terms, please refrain from using the facilities.

White House Lodges Etiquette

We want all our guests to have a safe, relaxing and enjoyable time at White House Lodges so please note the guidelines below:

Smoking

There is no smoking or vaping allowed in the lodges. Please use the designated smoking area at car park, or outside your lodge. Please ensure that there are no cigarette ends or rubbish left on the ground.

Excessive Noise or Disturbance

We kindly request all guests to respect other guests staying at White House Lodges.

We always aim to preserve the peace and tranquillity of all guests within White House Lodges. Therefore we have the right to bring your visit to an end without compensation if we think your behaviour or the behaviour of anyone in your group might affect the enjoyment or safety of others. If you, or a member of your party, cause disturbance or display threatening behaviour to others, cause damage to the fabric or fittings of the building, the surroundings or wildlife, we have the right to recover from you the costs of damages, any related incurred costs and/or any compensation we are obliged to pay to other guests.

Safe and Sensible Alcohol Consumption

On safety grounds we advise guests to be sensible about their alcohol consumption. Alcohol intake may affect an individual's safe enjoyment of the lodge, facilities and gardens.

Valuables

No responsibility can be accepted by the Company for the safety of your personal belongings (including, without limitation, money or valuables of any kind) brought to White House Lodges. If you do bring valuable items we strongly recommend that they are covered by your own insurance for the period of your stay.

Gift Vouchers

What We Describe

We take care to ensure that what we describe in our literature and on our website is accurate, regarding the descriptions and information about facilities available or planned to be available. Photographs are intended for general guidance only. All facilities are subject to availability. It is possible that accommodation, services or facilities may need to be adjusted or withdrawn temporarily due to maintenance, legal requirements, factors beyond our control, operational needs, the needs of other guests and/or good practice. Any typographical, clerical or other error or omission in any sales communication or literature or any other document we issue will be subject to correction without any liability on our behalf if it is a mistake of fact, save in the case of our fraudulent misrepresentation or any other liability that cannot be excluded by law.

Special Requests

If you have any special requests or dietary requirements please tell us when you make your booking and confirm in writing upon receipt of your booking confirmation. We will use reasonable efforts to arrange your reasonable special requests, but cannot guarantee that they will be fulfilled and any failure by us to fulfil such requests will not be a breach of contract.

Accessibility

We aim to ensure that White House Lodges is as accessible as reasonably possible so it is important that you inform us of any special needs, requirements and conditions prior to any booking being confirmed. Our team will be happy to discuss with you availability and suitability of our stays.

Information About Your Party

The person who makes the booking will be accepting the terms and conditions on behalf of all guests on the booking, as lead booker. The lead booker is responsible for ensuring that all members of the party are aware of and accept the whole of these terms and conditions and the obligations contained in them, the brochure and any other documents and information supplied by us. We have the right to obtain from the lead booker the name, age, address and gender of each guest before confirming your booking or at any time and the lead booker must be a member of your party unless we agree otherwise in writing.

We Want You To Enjoy Your Stay

We hope you will enjoy your stay at White House Lodges and welcome all feedback on any aspect of your stay with us. Any assistance you require or any concerns you have with any aspect of your stay or day visit with us should be brought to our attention immediately. We will resolve any issues where we can.

Please note that we are not responsible for any matter of which you were aware and which you did not bring to our attention during your visit.

Liability

(a) Save as set out at (b) below, (i) we accept no liability to you or your party for any indirect or consequential losses suffered by you or your party (howsoever caused), or loss or damage to you or your party's personal property, during your stay at White House Lodges or in connection with your booking, and (ii) our entire liability to you or your party in connection with your booking and stay is limited to twice the total amount of booking fees received by you in connection with your booking.

(b) Nothing in these terms and conditions or the booking contract shall limit or exclude our liability to you or your party for (i) death or personal injury resulting from our negligence, (ii) fraudulent misrepresentation, or (ii) any liability which cannot be excluded by law.

Your statutory rights are unaffected.

Data Protection and Privacy

All the information we collect and hold about you and members of your party may be stored in computer and other filing systems, for which we hold a valid notification under the Data Protection Act. We collect and keep information about you and members of your party to enable us to administer our services to you, to conduct market research and provide you with information about our products and services and those of carefully selected third parties. If you do not wish to be contacted by us or such third parties please write to or email our team at reception@whitehouselodges.co.uk

Force Majeure

We shall not be liable for any delay or non-performance of our obligations under this contract to the extent that the performance is interrupted or prevented by any act or omission beyond our reasonable control.

Miscellaneous

If any provision of these Terms and Conditions or the booking contract (or part of any provision) is found by any court or other authority of competent jurisdiction to be invalid, illegal or unenforceable, that provision or part-provision shall, to the extent required, be deemed not to form part of the contract, and the validity and enforceability of the other provisions of the contract shall not be affected. A person who is not a party to the booking contract shall not have any rights under or in connection with it. These Terms and Conditions and the booking contract and any dispute or claim arising out of or in connection with it (including any non-contractual claims or disputes) shall be governed by and construed in accordance with the laws of England and Wales and the parties irrevocably submit to the exclusive jurisdiction of the English courts.