



**Terms of Booking** - A reservation is made with Ladywood Lodge Bed & Breakfast (B & B) and represents a legally binding contract between the guest and Ladywood Lodge B & B. We welcome you into our home and hope that you appreciate the trouble we have taken to ensure you have a comfortable stay.

**Cancellation:** For cancellations or amendments of bookings within 14 days\* prior to the date of arrival there will be a charge of up to 80% of the room rate this will include any pre paid deposit. Upon arrival, should your reservation be amended or cancelled whatever the circumstances we will charge 80% for the duration of the booking. We require a valid credit card to secure all bookings and reserve the right to charge the card as detailed above. By entering into this contract you are authorising us to make the above charges to the card without any additional consent being required. For cancellations outside of the 21 days there will be no charge, between 14 and 21 days just a loss of deposit.

**Deposit** A deposit of £40 for your first nights' accommodation will be taken from the card provided at the time of booking. Deposits may be transferred or refunded in full if a cancellation occurs **outside** of the cancellation notice periods as stated above. Deposits may not be returned if a cancellation occurs **within** the cancellation period as stated above, whether it is a prior booking or an ongoing guest. We also accept cheques/cash for deposit and payment. For any "long term" booking (over 2 weeks) we ask for a week's payment in advance, this is not refundable in the case of cancellation.

**Check in:** Guaranteed from 4pm until 6pm on day of arrival, however if arriving after 6pm or before 4pm prior arrangements need to be made. If you arrive after 6pm or before 4pm without prior arrangement or notice you may not be able to check in, however you will still be charged.

**Check out:** No later than 10.30am weekdays & weekends

**Special offers:** Any special deals or discounted rates are agreed directly at the time of booking.

**Breakfast** -Served between 7 am & 9 am unless a special arrangement has been agreed

**Dinner-"Living room dining"** If you require dinner, prior notice is required at the time of booking.

**Food**-We ask that you don't take perishable food to your room as it can encourage flies, but if you wish to eat biscuits, crisps or chocolate etc let us know and we will gladly supply side plates. You are also welcome to eat at the tables in the lounge; we will happily set the table for you.

**Front Door**-We will show you how the front door operates, please ensure you close it properly upon entry or exit, otherwise the house is insecure.

**Allergies:** We regret that we are not able to accommodate anyone with a serious and/or life-threatening nut allergy; unfortunately, re some of our ingredients we cannot guarantee them free of nuts or nut traces. We can only accommodate food intolerance and food allergy such as gluten free, vegetarian or vegan with prior notice. We are able to inform you about the ingredients used in our cooking. There are 2 resident cats & 3 black Labradors on the premises.

**Damage:** We reserve the right to charge for the replacement, cleaning or repair of any item(s) belonging to Ladywood Lodge, or the fabric of Ladywood Lodge itself, damaged either wilfully or because reasonable precautions have not been taken. In this event your credit card will charged without prior consent being required against invoice(s) that will be provided for the costs incurred, or you can choose to pay cash. Please do not place anything on radiators they are not designed to dry clothes or towels. We are not on mains drainage, we have a **septic tank** please use **nothing** but the toilet paper provided in the loo. Blockages may be charged at £80

**Pets:** Well behaved dogs can be accommodated by prior arrangement in the China Blue Room, please control them whilst on the premises or in the grounds as the chickens often run free as do the cats. A charge of £5.00 per day is required. Dogs **must not** be left alone in the room. We reserve the right to charge for any type of damage. Guests must advise us at the booking stage of their intention to bring a pet We reserve the right to refuse accommodation and charge if guests arrive with pets not agreed in the booking contract or poorly controlled. Water bowls are available with walking routes & poop bags.

**Smoking:** Ladywood Lodge is '**No smoking**' throughout. Any guest found to be smoking may be asked to leave immediately and will be charged £100 for room cleaning Children: Sadly we are unable to accommodate children under 18 years

**Email-** [ladywoodbandb@ladywoodbandbnorfolk.com](mailto:ladywoodbandb@ladywoodbandbnorfolk.com) Please note that this is not an online booking facility but can be used to contact us. To ensure a booking please call us on 01760 339122 or 07584637670. Once a booking has been made with us you will receive written confirmation via e-mail or post. **Alternatively to enquire & contact us securely online please visit [www.ladywoodbandbnorfolk.com](http://www.ladywoodbandbnorfolk.com)**