

Lodges at Lochside House Hotel and Spa

Terms and Conditions

Please note that "we", "us" and "ourselves" refer to Rad Ltd, The RAD Group, The RAD Hotel Group.

On confirmation of your event with The RAD Hotel Group you accept our Terms and Conditions as detailed below. We do not require a signed contract for this to be valid.

RESERVATION AND PAYMENT

- Full payment has been taken at the time of booking

CANCELLATION OF YOUR LODGE RESERVATION

- If you cancel your reservation up to 28 days prior to arrival you will be refunded the total balance less 25%.
- If you cancel your reservation within the 28 days prior to arrival, the full payment is still due. This will be refunded to you only if the lodge is resold at your booking price.

LODGE FACILITIES

THE LODGE INCLUDES

- Towels are provided within the lodge for arrival (extra towels can be provided at an additional charge)
- Complimentary use of lodge Hydro Pools (Birchwood Lodge Swim Spa)
- Complimentary use of Lochside Spa Thermal Suite, including Vitality Pool; Sauna and Steam Room between 7pm and 9pm in the evening and 7am and 9am in the morning unless having treatments where use of the Thermal suite is advised one hour prior to treatment time.
- The Lodge includes, fridge, freezer, cooker, microwave, toaster, kettle and crockery.
- The Lodge provides a Welcome Pack of tea, coffee and sugar and cleaning products.

THE LODGE EXCLUDES

- Lochside Lodges are self-catering therefore no meals are included.
- Lodges are serviced daily. If the Lodge has been booked for a minimum of 7 nights the rooms would be serviced mid stay by the Housekeeping Department as required.
- The lodge price excludes the cost of bottles of wine provided in the wine fridge/Lodge. Wine consumed will be charged to your room account and invoiced on departure.

YOUR PARTY

- The number of people occupying the Lodge must be confirmed at the time of booking or any changes must be confirmed with us, anyone additional occupying the Lodge during your groups stay will be charged to the accordingly and presented for payment on final invoice on departure

PETS

- We do accept pets into the Lochside Lodges at an additional £15 per pet.
- Pets are not permitted in the public area of Lochside Hotel,
- We ask that owner take responsibility for their pets, as any damage caused by pets in the Lodge, pool area and hotel facilities etc would incur a charge to rectify damage.

ON ARRIVAL

- Lodges are available to check into from 3pm onwards however if you do arrive earlier than check in, you are welcome to use the other facilities within the hotel including the Afton Restaurant and Spa.
- We will endeavour to have your Hydro Pool/Swim Spa (Birchwood only) temperature ready for check in however it may not have reached required temperature by this point.
- Check out from the Lodges is 11am on the day of departure.

LODGE ALLOCATION

Lodges out with the Birchwood Lodge (Oakwood; Cedarwood and Pinewood) are allocated on arrival and are all of the same standard layout.

SECURITY DEPOSIT

- The lead guest is required to check in at reception on arrival at the hotel.
- A £250 'Housekeeping Deposit' is required at this stage and is a pending payment that will be refunded on departure providing there is no damage to the Lodge or any of its amenities. Depending on your credit card company's policy this refund can take 2 to 5 days. Debit cards may take up to 14 days.
- We would appreciate if you leave the Lodge in the same condition as found on check in.
- If there is any damage or requirement for deep cleaning, the cost will be retained from the Housekeeping Deposit taken.
- In the rare occurrence the cost of damage exceeds the £250 Housekeeping Deposit, the full cost will be taken from the card provided on booking.
- By confirmation of your event, you are agreeing to this procedure

DURING YOUR STAY

- The lead Guest is responsible for the behaviour of all members of the group.
- Any excessive noise or offensive, aggressive and illegal behaviour will not be tolerated and members or the party may be asked to leave the premises with police being called to deal with out of control situations.
- We will not tolerate behaviour that impacts on the safety or enjoyment of others.
- To comply with our Health and Safety policies, Customers are expressly forbidden from utilizing disposable or portable barbecues anywhere in the Hotel, Lodges or surrounding areas.

CHILDREN SUPERVISION

- The Lead Guest must be 21 years of age or above and are as above responsible for their party.
- There must be a ratio of one adult to two children in the party within the Lodge to safely supervise the children in the Lodge, it's amenities and any public areas of the hotel and its grounds.
- Children should not use the Hydro Pool/ Swim Spa* without supervision of a competent adult.

HYDRO POOL/ SWIM SPA (BIRCHWOOD LODGE ONLY*)

- Instructions are provided for use of the Hydro Pool in order to give you the best experience.
- If instructions are not followed, resulting in damage or extra cleaning required to the Hydro Pool a cost will be incurred for the group.
- Under no circumstances should food or alcohol be consumed within the Hydro Pool/ Swim Spa*
- Charges will also incur if any evidence of alcohol, food, spray or instant tans residue are found to contaminate the Hydro Pool/ Swim Spa*
- Hydro Pool/ Swim Spa* is not permitted for use after 10pm and Management will ensure all Hydro Pools have ceased from use shortly after this time.
- Glass bottles or any kind of glass is not permitted in or around the Hydro Pool/ Swim Spa*, again if glass is found we would have to assume there is a risk of glass in the pool and monies would be deducted from the Security Deposit for essential maintenance in cleaning the Hydro Pool/ Swim Spa*

USE OF SWIM SPA AND HYDRO POOLS

- In the event of weather deemed unsuitable for Guests utilizing outdoor equipment, RAD Ltd reserve the right to assert, at our discretion, access to outdoor equipment including Swim Spa and Hydro Pools prohibited.
- RAD Ltd will not be liable or responsible for any failure to perform, or delay in performances of, any of our obligations under this contract that is caused by an event outside our control, including bad weather.

SMOKING

- Smoking is not permitted within the Lodge or upstairs balcony area of the Lodge.
- If signs of smoking are detected within the Lodge a fee of £150 will be deducted from the Housekeeping Deposit.

DEVELOPMENT

- Lochside House Hotel and Spa is continually improving our facilities. We will do our utmost to keep any disruption to a minimum nevertheless no compensation or refunds in relation to any development works can be altered.

CAR PARKING

- There are car parking spaces provided at the front of the Lodges as well as an overflow car park available for additional vehicles.

FORCE MAJEURE

- We cannot accept responsibility or be responsible for compensation in a situation that cannot be avoided, foreseen or is in any way out of our control. The event may include any kind of destruction or damage through fire, flood, explosion, storm, weather damage, break in, criminal damage, riots or civil strife, industrial action, natural or nuclear disaster, adverse weather, war or threat, actual or threatened terrorist activity, epidemic and any similar situation beyond the owners control.

WHEN YOU LEAVE

DEPARTURE

- Departure is at 11.00am but you are more than welcome to use the Afton Restaurant or book treatments at the Spa.
- Lodge keys must be returned to Reception on departure, £25.00 will be charged for each if any lost keys.

LOST PROPERTY

- Please ensure you check the Lodge for any items that may have been left behind. We will attempt to contact you on departure to arrange to return any lost property at a £6 standard fee.
- Any unclaimed lost property will be held for three months before being disposed, any valuable items will be taken to the local police station.