



Welcome to South Lodge Guest House

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Booking a room at South Lodge. Our deposit and cancellation policy.

We accept bookings over the phone, via e-mail or through our online booking service.

On confirmation of a booking where ever time permits we will send you an e-mail, (preferably), or a letter confirming the booking, the room(s) booked, the costs and, where needed, the deposit requested.

Where possible we will take credit/debit card details over the phone which will secure a booking. We will not deduct any payment before the visit.

We can accept cheques or if you prefer to pay by credit & debit cards* these can be accepted over the phone, or through the online booking service we use. Please make cheques payable to "South Lodge".

(Most credit and/or debit cards are accepted, but we are unable to accept American Express or Diners Card.)*

South Lodge cancellation policy.

The cancellation policy for all bookings with South Lodge is:

Notice of cancellation must be given as soon as possible and in writing via e-mail or a letter.

In the event of a cancellation more than 14 days before the reservation the first nights booking will be due for payment.*

In the event of a cancellation less than 14 days before the reservation the guest will be liable for the whole amount of the booking.*

In the event of a guest not cancelling a booking they will be liable for the whole amount of the booking.

All monies due under the cancellation policy will be deducted from the deposit, where paid

and / or the debit/credit card given to secure a booking

and / or the customer will be invoiced for the amount due.

**However, we will do our utmost to re-let your room(s) and if we are successful, we will return all monies paid less an administration fee of £25 per room.*