

Terms and conditions:

Deposit - A non-refundable deposit is required at the time of booking and will be the cost of one nights' accommodation to be paid by credit or debit card.

Cancellations - Cancellations within 10 days of arrival: the remaining balance for the full duration of the stay will be charged less revenue received from re-letting the room and will be returned in the form of a voucher valid for 12 months. Please note that a reservation is a legally binding contract and we do urge you to take out [travel insurance](#) at the time of booking. All cancellations must be sent in writing by either email or letter (recorded delivery) to ourselves and we will confirm receipt of this when received.

If you cancel after 03:00 PM hotel time, 10 day(s) prior to arrival date, the forfeiture amount will be 100% from the total stay.

Final Payment - Payment for the balance of the cost of your booking should be made prior to departure (credit or debit card). Credit facilities are not available unless prior arrangement has been made with Brathay Lodge. (The policy also applies to bookings of multiple rooms).

Non-Availability: We would only cancel your booking if your accommodation was unavailable for reasons beyond our control. We would attempt to offer you alternative accommodation, however if this was not possible, or unacceptable to you, then we would refund all monies paid by you. Our liability would not extend beyond this refund.

Arrival and Departure Times - Bedrooms are usually available for occupation from 3pm on the day of arrival and we respectfully request that they are vacated by 11.00am on the day of departure (unless otherwise arranged).

Damage and Breakages - You are responsible and liable for any breakages or damage that is caused while you occupy the room including any accidents that may occur. If any damage is caused you are responsible up to the full cost of replacement or repair (this applies to the whole property). The costs will be taken from the credit card used to secure the booking or pay for the stay.

Pets - Well behaved pets are welcome at a charge of £7.00 per stay and only by prior arrangement. Pets are not permitted on the furniture, in the breakfast lounge or to be left unattended in the accommodation bedrooms at any time. We reserve the right to charge a sum in the event of damage being caused, or additional cleaning is required (this applies to the whole property).

No Smoking - All public areas and guest bedrooms are strictly non-smoking. Should you have found to be smoking in your room a charge of £250.00 will be made to your credit card to cover the extra cleaning of furnishings, fabrics and loss of revenue.