

Terms and Conditions

See below for our terms and conditions.

Booking Terms and Conditions

The terms and conditions detailed below apply to all bookings at www.longlandshotel.co.uk or individual hotel by telephone. When you make a booking, your contract (which shall include these terms and conditions) will be with The Longlands Inn and Restaurant, Tewitfield, Carnforth, Lancs LA6 1JH. Reg in England no: 10083488

The Longlands Inn and Restaurant is a subsidiary of Barry Robinson Leisure Ltd, Tewitfield, Nr Carnforth, Lancashire, LA6 1JH.

Deposits

A deposit of 30% per stay is required at Longlands at the time of booking.

Final Payment

Prior to the departure of the hotel you will be required to settle your account in full.

Cancellations

Cancellation in writing (email) is required 48hrs prior to guest arrival for full refund of deposit. Within 48hrs the deposit is only refunded if The Longlands re-lets the room.

Group bookings (3 rooms +), Christmas and New Year bookings require 8 weeks cancellation. The 30% deposit will be retained by the hotel at all times. If you cancel your booking within 42 days of the arrival date 100% of your deposit will be retained. Cancellation charges will be charged to your credit/debit card.

In the unlikely event that we have to change or cancel your reservation, we reserve the right to do so. However, you have the right to accept the changed arrangements as notified or make alternative arrangements with Barry Robinson Leisure Ltd or cancel your reservation and receive a full refund of any monies which you have paid to The Longlands in respect of your reservation (please note that we shall not be liable for any sums which you have paid to any other persons in connection with your reservation).

For the avoidance of doubt, we shall have no further liability to you for any changes to or the cancellation of any online booking.

Pricing

All prices are per room in £'s (unless otherwise stated). All prices include VAT at the current prevailing rate. Prices are subject to change without notice. We reserve the right to alter your rate should a mistake be identified.

Although every effort has been made to ensure the accuracy of the information contained online, we cannot accept responsibility for any errors or omissions, and reserve the right to

vary, amend, supplement or cancel any of the information or offers featured online at any time. What the price includes: website prices include double/twin bedroom, single room for single guests, colour TV and en suite bathroom. Meals as outlined in the rate details.

Prices shown on-line are not valid in conjunction with any other offer and until you receive your confirmation number are subject to change without prior notice.

Best Rate Guarantee. We always offer the best rates if you book direct. You will not find a cheaper B&B rate anywhere else. We sometimes offer special dinner, bed and breakfast deals with a third party, but there will always be a B&B or other offer available which matches or is cheaper than that rate.

Early check in and late check outs

To check in early or check out late an additional charge of £10 will be required. This is subject to availability.

Accommodation Offers

From time to time The Longlands Inn and Restaurant Ltd will offer special accommodation rates. The offers are subject to availability, cannot be used in conjunction with any other offer and are limited to stays within a specific date range. All accommodation offers are only available on new bookings and on a very limited amount of bedrooms.

Money Back Guarantee

We guarantee the best bed & breakfast rate when you book directly with The Longlands Inn and Restaurant. If you find a better rate on the day of booking on any of our affiliate partner's websites, (proof must be supplied by you) we will refund the difference upon prior agreement with our central reservations office.

Gift Vouchers

Maximum value of £1000 of gift vouchers can be used per booking. Gift vouchers cannot be used in conjunction with any other offers. Gift vouchers cannot be used to pay for weddings or corporate functions. Only valid for 1 year from date of purchase.

Availability

Availability of rooms at the rates shown online may be limited and/or restricted to certain periods. During major sporting events, social events, conferences and exhibitions, the same rates may not be available.

Single Guests

Some of the hotels have a limited number of single rooms available. Certain hotels will accept single occupancy in double/twin rooms at a surcharge please contact the hotel directly.

Children

Children ages 2-14 sharing a room with 2 full paying adults will be charged a maximum of £30.00 per child per night. This rate includes breakfast and camp bed. All children's evening meals are charged as taken from either the children's menu or the restaurant menu.

Dogs

The Longlands Inn and Restaurant are able to accommodate dogs in certain rooms, at the manager's discretion, at an extra charge of £15 per stay. This includes dog bowl, bed, towel, poo bags; doggy treats and cleaning surcharge.

Car Parking

Car parking is free in the large hotel carpark

Checking In and Out & Arrival and Departure

Hotel rooms & cottages are normally available from 3:00pm on the day of arrival. Rooms must be vacated by 11:00am on the day of departure, unless otherwise sanctioned at the discretion of the hotel manager and a surcharge maybe applied.

Meal Arrangements

Those rates which include breakfast offer a full traditional or continental breakfast with tea or coffee. Those rates which include dinner offer a choice from the hotel's residents menu. Where a hotel does not offer a residents menu, an allowance (which varies from hotel to hotel) is allocated towards dining from the à la carte menu. Please note certain dishes may carry a supplement charge. There is no refund for meals which are not taken by guests.

Damage

Any damage incurred by you or your party during your stay in the hotel, will be charged to your credit card.

Special Requirements

Please advise the hotel of any special dietary needs or other requirements, including mobility issues, you may have prior to arrival.

Special Requests

Whilst every effort is made to fulfil your requests, unfortunately, we cannot guarantee these and failure to do so will not constitute a breach of contract.

Complaints or Comments

Any complaint or comment regarding a stay at one of our hotels should be made in the first instance to the hotel's duty manager at the time of your stay so that all reasonable efforts can be made to resolve the situation at the time. Problems which cannot be resolved there and then should be notified in writing to The General Manager.

Third party suppliers

Elements of your break may include service supplied by third parties (for example beauty treatments, bicycle bike hire etc.). Such third party suppliers will usually have their own set of Terms and Conditions relating to the services they provide. You should consult any third party Terms and Conditions soon after making a booking if your break includes such items.

Accuracy of Details

While we have tried to ensure that all information about The Longlands Inn and Restaurant Ltd is accurate we cannot accept responsibility if this is not the case. Please do remember that facilities may alter from time to time and Barry Robinson Leisure Ltd cannot be held responsible for any changes that occur or any errors or omissions in respect of the information. Liability is therefore excluded for any loss of expense incurred further to reliance upon such information.

Privacy Policy and Security

Your privacy and security is important to Barry Robinson Leisure Ltd when visiting our site. Barry Robinson Leisure Ltd will not loan, rent or sell your personal details to any third parties without your prior consent and will comply with all data protection legislation in force from time to time with regard to the treatment of any data it collects using the website.

General Information

Although every effort has been made to ensure the accuracy of the information contained online, we cannot accept responsibility for any errors or omissions, and reserve the right to vary, amend, supplement or cancel any of the information or offers featured online at any time. Barry Robinson Leisure Ltd shall not be responsible for any loss or damage which you may suffer arising out of events beyond its control or the control of its suppliers (including, without limitation, fire, failure of electrical, gas or other power supplies, strikes, industrial action, terrorist activity, war, technical problems with transport, illness of entertainers and bad weather), nor for any curtailment, cancellation or change to any accommodation, activity or itinerary or any other consequences which arise as a result of such events.

For the avoidance of doubt, nothing in these terms and conditions shall operate to attempt to exclude or limit the Company's liability for the death or personal injury of any person caused by the negligence of the Company or its employees, servants or agents or to attempt to exclude or limit the Company's liability in any manner which would be unlawful.

These Terms and Conditions are subject to English Law and any dispute in relation to them shall be subject to the exclusive jurisdiction of the English Courts.