

Reservations Terms & Conditions

Thank you for choosing to stay at the Lighthouse. By making this reservation you are entering into an agreement with us, so please read our terms and conditions below.

Price: The price of the accommodation includes electricity, linen and toweling, cleaning, hot water, heating and breakfast.

Alcohol and Drug Policy: The Lighthouse is a family orientated Guest House offering a very safe environment to all our guests. We ask our guests not to consume excessive alcohol while on site and no drugs are allowed on the premises. We reserve the right to ask you to leave if this policy is breached.

Smoking: Smoking is not permitted inside the building. Please use the designated smoking area situated in the Courtyard.

Children: We welcome children of all ages and ask you to take responsibility for their behaviour while on site so everyone can enjoy the fantastic facilities.

Cancellation Policy: Your booking is a legal contract. We require 24hours notice of any cancellation. Failure to inform us will make you liable for the full amount. Deposits are not refundable.

Non-Availability of Accommodation: If your accommodation is unavailable for reasons beyond our control, we will attempt to offer you alternative accommodation. If this is not possible, then we will refund all monies paid by you for your stay. Our liability does not extend beyond this refund.

Arrival Time: Check in is at 2pm on the day of arrival unless agreed otherwise. However, guests are welcome to come and enjoy the café (10am – 5pm, Tue – Sat, 10am to 4pm Sun) and other facilities prior to checking in.

Late Arrivals: Our latest normal check in time is 8pm. Arrivals after this time can be pre-arranged and incur a £10 surcharge after 8pm, and £40 surcharge after 10pm.

Departure: Check out time is 10am on the morning of departure, unless otherwise agreed. Please ensure you have settled your bill prior to departure. Please return your room key to Reception. We charge £30 for lost keys.

Pets: Well behaved dogs are permitted to stay by arrangement for a small fee. Dogs must be kept on leads in Reception and the Breakfast Lounge, and in the Kid's Play Ground, Japanese Garden and Café area. We request that your dog's vaccinations, worm and flea treatments are up to date prior to arrival. Please pick after your dog, a dog waste bin is located near the car park to the west of the Parkland.

Accidents, Damages and Breakages: Please take care of yourselves and the property when staying at the Lighthouse. As a guest to The Lighthouse you are responsible and liable for any damages or breakages caused by you or your party. Should an incident occur please report it as soon as possible to Reception. We may send you an invoice for repair or making good the damage or breakage. Unreported breakages or damage will incur an additional charge of up to £50.

Liability: We do not accept liability for any damage, loss or injury to you or any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves, our employees or contractors whilst acting in the course of our employment.

Privacy Policy: Any data collected in the process of this booking will be securely stored on our computer system in accordance with our GDPR responsibilities. We do not share your details with any third party.