

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. We look forward to welcoming you to the Lighthouse.

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

Alcohol and Drug Free Policy: The Lighthouse is a family orientated Guest House offering a very safe environment to all our guests. To support this special quality, we ask our guests not to consume alcohol and drugs while on site or bring these substances onto the premises.

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

Children: We welcome well behaved children of all ages.

Cancellation Policy: Your booking is a legal contract. We require 24 hours 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, we are open from 9 am to 5.30 pm so guests are welcome to come and enjoy the café and other facilities prior to checking in.

Late Arrivals: Reception is open between 9 am and 5.30 pm. Our latest check in time is 8pm. Arrivals after this time can be pre-arranged and incur a £10 surcharge per reservation.

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 £50 for lost keys.

Pets: Well behaved dogs are permitted by arrangement for a small cost. Dogs must be kept on leads in the Kid's Play Garden, Japanese Garden and Café Lounge. Please ensure the 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 on a fence to the west of the Parkland.

Damages and Breakages: Please take care when staying in our property. You are responsible and liable for any breakages or damage you may incur to the accommodation or its contents during your stay. Please report any incidents if they occur. We may send you an invoice for repair or making good the damage or breakage. Any unreported accidents 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 stored on our computer system. With your permission we may contact you about promotions and offers, however, we will not share your details with any third party.