



# Terms & Conditions

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## **Legal Disclaimer**

These Terms and Conditions apply to all bookings and transactions with Staining Luxury Lodges. By engaging with us, you accept these terms. For any queries, contact us at [bookings@staininglodge.co.uk](mailto:bookings@staininglodge.co.uk) or 01253 891336.

## **Cancellation Policy & Refunds**

### **Guest Cancellations**

Any cancellation made by the guest for any reason must be made in writing by email and sent directly to:

**Email:** [bookings@staininglodge.co.uk](mailto:bookings@staininglodge.co.uk)

### **Refund Structure**

6 weeks or more notice: Full refund of the total booking

2–6 weeks' notice: 50% refund of the accommodation cost

Less than 2 weeks' notice: No refund

Peak Periods: Bookings cancelled over Christmas or New Year with less than 6 weeks' notice are non-refundable.

Guests are strongly advised to take out appropriate travel insurance.

### **Cancellations Made by Staining Luxury Lodges**

In the unlikely event the property becomes unavailable, a full refund will be provided.

Staining Luxury Lodge's liability is limited to the return of monies paid. No compensation or consequential losses will be payable.

### **Long-Term Booking Policy**

(Applies in addition to standard Terms & Conditions)

#### **Definition & Payment**

A long-term booking is defined as:

Any stay exceeding 14 consecutive days, or

A recurring booking agreed over multiple consecutive weeks

All long-term bookings must be paid in full at least 7 days before the start date. Failure to do so may result in cancellation or reallocation.

#### **Cancellation & Date Changes**

Any cancellation or date change must be submitted in writing at least 14 days prior to the start date (or renewal date). Failure to provide sufficient notice will result in the full booking fee being payable for the relevant period.

### **Extensions**

Extensions are subject to availability and must be agreed in writing. Rates and terms may be revised for extended periods.

Peak Period Rule: Long-term bookings cancelled over Christmas or New Year with less than 6 weeks' notice are non-refundable.

### **Arrival & Departure**

**Check-in:** From 3:00pm

**Check-out:** By 10:00am

We do not have a luggage storage facility available on site.

Early check-in is not guaranteed and is subject to availability on the day.

### **Damages & Conduct**

Guests are responsible for the property and its contents and must leave it in a clean and tidy condition. Any damage, breakages or missing items must be reported immediately.

Guests must secure the property when unattended and must not engage in dangerous, offensive, noisy or disruptive activities.

Failure to report damage may result in additional charges.

### **Dogs**

Dogs are not permitted in our luxury lodges. This policy helps us maintain the highest standards of cleanliness, comfort and allergen control for all guests.

### **Occupancy**

The number of guests must not exceed the maximum occupancy of the accommodation.

Breach of this condition may result in immediate termination of the stay without refund.

### **Hot Tub Disclaimer**

Use of hot tubs is at the guest's own risk.

Do not leave your children in a spa unsupervised; children should be supervised to ensure they do not play with the appliance. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

Do not consume alcohol if using a spa, do not put your head under the spa water, and do not drink the spa water.

Consult your GP about any medical consideration such as, but not limited to, pregnancy or high blood pressure before using a spa.

Children under 5 are not permitted to use the hot tub and any children must be supervised by an adult at all times.



## Hot Tub Use – Guest Disclaimer

Our hot tubs are manufactured by Rota Spa (Orbis model) and are operated and maintained in accordance with the manufacturer's recommended procedures and UK health and safety guidance for commercial spa pools.

Water quality is managed through a programmed treatment regime and routine testing to ensure it remains within safe operating parameters. These checks include:

Water temperature: Maintained between 37°C and 40°C

pH level: Maintained between 7.2 and 7.6

Disinfectant levels: Maintained within the manufacturer's recommended range

### Visual water clarity checks

TEST	IDEAL READING
Free Chlorine	3-5ppm* ppm* - parts per million
Bromine	4-6ppm
pH	7.2 - 7.6
Total Alkalinity	80 - 150ppm

In addition, periodic bacteriological testing is carried out in line with recognised commercial spa pool guidance to verify that water quality standards are being achieved.

Despite these controls, hot tubs operate at elevated temperatures and may present increased risk to individuals who are pregnant, immunocompromised, or who suffer from underlying medical conditions. Guests are advised to shower before use, limit bathing time, and avoid use if feeling unwell.

Children aged under 5 are not permitted to use the hot tub.

Any children using the hot tub must be supervised by an adult at all times.

By using the hot tub, guests acknowledge that they have read and understood this information and agree to follow all safety guidance provided.



**Emergency numbers :**  
**Life threatening emergencies : 999**  
**None life threatening emergencies : 01253 272579 / 01253 891336**

### **Photography & Media**

Photography and video may be taken for promotional purposes.  
Please notify us in advance if you do not wish to appear in any media.

### **Smoking & Vaping**

Smoking and vaping are strictly prohibited inside all properties.  
A £200 flat fee will be charged if evidence of smoking or vaping is found.  
Smoking or vaping is only permitted outside of the lodge.

### **Prohibited Activities**

Fireworks are not permitted  
Sparklers/Fountain sparklers or any open flame are not permitted  
Drone usage is not permitted  
Walking on or around the golf course is strictly prohibited. Failure to comply with this rule may result in your stay being terminated. We do not accept any liability for injury if this instruction is ignored.

### **Travel Cots & Highchairs**

We do not provide travel cots or highchairs.

### **Children & Safety**

Guests are responsible for the safety of children at all times. Children under 16 must be supervised by an adult.

### **Force Majeure**

If a booking must be cancelled due to circumstances beyond our control (including fire, flood, extreme weather, epidemics, pandemics, or property damage), a full refund will be issued.

If a stay must be terminated early for such reasons, a pro-rata refund will be provided for the remaining period. This represents the full extent of Staining Luxury Lodges' liability.

No additional compensation or costs will be payable.

If you experience any issues during your stay, please contact us as soon as possible so we can resolve them for you. Unfortunately, we're unable to offer refunds for problems reported after departure.

