



Bookings – Terms and Conditions

The Lion at Malpas – 16 en-suite bedrooms – The Brereton Suite – www.thelionmalpas.co.uk
The Swan, Tarporley – 16 en-suite bedrooms – The Tarporley Room – www.theswantarporley.co.uk

Booking – Terms and Conditions

We hope your booking with us is straightforward.
Below is confirmation of our terms and conditions.

Bedrooms

Bookings for bedrooms can be made online through the site's website, or by telephoning the venues directly.

All bookings are confirmed by e-mail. Persons booking must be 18 or over and confirm they agree to the booking conditions.

Rates are agreed at time of booking.

Credit card guarantees and / or deposits, will be required to confirm bookings.

Final payments will be required, on or before arrival at the venue, or as agreed with the venue.

Bedroom Cancellations

Individual bedroom cancellations and amendments (when not part of a block booking) are available up to 48 hours prior to arrival and must be in writing. The exception being bookings made on an advanced purchase basis as these rates are non-cancellable and non-refundable.

Cancellations after this time or not received in writing, will be charged.

Provisional Rooms

From time-to-time rooms may be 'held' for groups only for a short period pending confirmation of bookings.

This does not constitute a booking.

Held rooms may be cancelled by us, at any time and will automatically be removed 28 days before the arrival.

Group Bookings (more than 8 rooms)

For bookings of nine or more bedrooms, valid card details are required at the time of booking.

A deposit may be requested and if so, will be non-refundable in the event of cancellation.

Group Bookings (continued)

The booker is responsible for making all payments to the venue, 6 weeks prior to the arrival day. Payment may be made earlier but must be full payment, we cannot accept part payments.

The party leader (booker) confirms that he/she is authorised, and that all party members agree by the booking terms & conditions.

Any rooms not paid for in full 6 weeks prior to arrival will be released.

Check In

Check in is from 3pm on the day of arrival. Should you require an early check in please inform the venue and we will do our best to accommodate. If you are expecting to arrive after 10.00pm, please inform the venue.

You will not be able to check-in after 11.00pm on weekdays and midnight on weekends.

Check Out

Check out is 11.00am on day of departure.

Should you require a later check out please speak to one of the team and we will do our best to accommodate your request.

Cancellation By Us

We will only cancel your bedroom booking in exceptional circumstances and any money paid will be refunded or transferred to a future date.

Breakfast

We look forward to welcoming guests for breakfast for those on a bed and breakfast rate. Breakfast is available to other residents and non-residents subject to availability. All group bookings are required to confirm they require breakfast at time of booking.



Table Bookings

Bookings for tables in the pub dining room are through the website or by telephone.

From time to time during busy periods, card details are required. Cancellations and no-show fees will apply at these times.

Book early to avoid disappointment.

Children

Please advise us of all guests under the age of 18 at time of booking.

A small number of additional beds are available for children under the age of 12 at a cost of £20 (including breakfast).

Accessibility

We have a limited number of rooms and facilities at ground floor level for easy access. Please inform the team on booking if you have any requirements to assist with your stay.

Dogs

Well behaved dogs are permitted in several rooms. If you are bringing a dog we must be informed at time of booking. We reserve the right to cancel your booking if we have no dog friendly rooms available. If you bring a dog with you without prior arrangement, we cannot guarantee they will be permitted.

A £20.00 per dog fee applies. Maximum 2 dogs per room per stay.

Any damage will be charged to the booker.

Behaviour

Guests are asked to respect the privacy and comfort of other guests and the property generally. Any damage will be charged to the booker.

Special Requests We are committed to making your stay as enjoyable as possible. Please confirm any special requests at time of booking

Storage

We have a small amount of space for short term storage of luggage and bicycles.

Property is left at the owner's risk.

Events

Event enquiries must be made by telephoning or emailing the venue.

We look forward to discussing your event with you.

Once the details are agreed, your event planner will confirm, by e-mail, the details of the event, including prices and payment terms. A deposit will be required to secure the booking. The amount will be confirmed depending on the type of event, and a contract sent. Full payment is due 14 days prior to the event unless expressly agreed in writing with the General Manager.

Payments

Payments for bookings must be made in full and / or by the date agreed.

In the event of non- payment, we will assume you wish to cancel the booking.

Relevant cancellation charges will be made at this time. Please refer to your event contract for specific cancellation amounts. All pre-payments and deposits are non-refundable.

Cancellation/Postponement by You

Please see cancellation policy above. Should your circumstances change we are happy to discuss moving your visit to a suitable and mutually convenient time.

Cancellation By Us

We will cancel your booking only in exceptional circumstances. Any compensation will be confirmed on cancellation.