



Bedroom Terms and Conditions

Canterbury Cathedral Lodge (**Lodge**) is operated by the Dean & Chapter of Canterbury (**us**). The following Terms and Conditions (**Terms**) apply to all bookings whether made in person, over the telephone or online through our website www.canterburycathedrallodge.org (**Website**). We kindly ask that you take a moment to read them prior to making a booking. In these Terms and Conditions the following definitions apply:

1. Bookings

1.1 You may request a booking in person, over the telephone or through our website. This is an offer by you to enter into a binding contract with us on these Terms which we are free to accept or decline at our discretion.

1.2 By making a booking request you confirm that you are over 18 and take responsibility for all those attending the Lodge in connection with your booking.

1.3 Rooms are subject to availability and the contract between us shall be formed only when we accept your booking by issuing you with a written confirmation.

2. Website information

2.1 While we take all reasonable efforts to ensure the accuracy of information on our website, sometimes errors do occur. We do not accept responsibility for errors or omissions and reserve the right to amend, cancel or vary any of the arrangements featured on our Website without notice.

2.2 If we think such an error has affected your booking we will inform you as soon as reasonably possible and you will be given the option to re-confirm your booking with the correct information or to cancel your booking. If you choose to cancel your booking in these circumstances we will refund your deposit to you via the original method of payment.

2.3 We are the owner of all intellectual property rights in our website and the content of our Website may not be copied, reproduced, published, distributed or amended for any purpose without our prior written consent.

3. Price and payment

3.1 If booking online, the price displayed on the website is the total for your requested stay and includes the facilities and services specified plus VAT at the current rate.

3.2 If booking in person or over the telephone, you will be informed of the total price for your requested stay and what facilities and services that includes.

3.3 A deposit equal to the price of one night's stay per room booked is payable by you at the time of requesting your booking. Any parking booked in accordance with clause 9.1 or other add-ons requested must also be paid for at this time.

3.4 Payment may be made by the following methods: Credit Cards: American Express, MasterCard, Visa Debit Cards: Visa / Delta. Charges will appear on your statement as Dean & Chapter of Canterbury.

3.5 You will be required to pay all other outstanding charges on departure from the Lodge.

4. Cancellation or change by you

4.1 You may cancel your booking by informing us in person, by email or by telephone.

4.2 A refund of your deposit will only be given if you cancel your booking before 15.00hrs 48hrs before the day you were due to check in at the Lodge. Refunds will be given via the original method of payment.

4.3 You may request a change to your booking by 15.00hrs 48 hours before the day you are due to check in at the Lodge.

4.4 Any change to the arrival date, departure date or room type is subject to availability at the time the change is requested and may result in an increase to the price payable for your stay. We will notify you of any increase in price at the time you request the change.

4.5 We reserve the right to allow changes at shorter notice at our absolute discretion.

5. Cancellation or change by us

5.1 We reserve the right to reschedule or cancel your booking without liability to you if:

- (a) the Lodge or any part of it is closed or unavailable due to circumstances outside our control including, without limitation, fires, floods, natural disasters, adverse weather, acts of war, civil unrest or terrorism, utilities supply failure or damage or destruction to the Lodge, its equipment or goods; or
- (b) We are required to close the Lodge to the public for security reasons.

5.2 In the circumstances set out in 5.1 above we will either:

- (a) Reschedule your booking in agreement with you; or
- (b) Cancel your booking and refund your deposit to you; or
- (c) Transfer your booking to an alternative local hotel.

5.3 We also reserve the right to cancel your booking without liability to you if:

- (a) You fail to pay your deposit; or
- (b) Your booking or your conduct during your stay might prejudice the reputation of, or cause damage to, the Lodge, or Canterbury Cathedral, or offend, upset or distress other guests or staff at the Lodge or Canterbury Cathedral, in which case no monies already paid to us in respect of your stay will be refunded.

6. Arrival and departure

6.1 You may check-in at any time from 15.00hrs on the day of arrival. On the day of departure we kindly ask you to vacate your rooms by 11.00 a.m. If you fail to vacate by this time we may make an additional charge equal to the charge for one night's stay in that room.

6.2 Personal Baggage may be removed from the bedroom if we are unable to contact you after the official departure time of 11.00am. This will be carried out by a member of staff with a witness present.

7. Rooms

7.1 It is your responsibility to check the details of a room when you request a booking to ensure it meets your requirements.

7.2 All our rooms have a maximum occupancy which you will be made aware of at the time of booking. This must not be exceeded due to fire regulations.

7.3 Some of our rooms have been adapted and are suitable for guests with disabilities. Please contact the Lodge reception on 01227 865350 to discuss specific individual requirements and the availability of appropriate rooms.

7.4 Using tobacco or electronic cigarettes is not permitted inside The Lodge and all rooms are strictly non-smoking. If you or any member of your party smoke in your room we reserve the right to charge you an additional fee to cover specialist cleaning and may ask you to vacate the hotel.

7.5 All items and furniture in your room are our property and we reserve the right to charge you the full replacement cost if any item or piece of furniture is damaged or removed from your room.

8. Entrance to Canterbury Cathedral (Cathedral)

8.1 Entrance to the Cathedral is free for all residential guests, subject to the opening times of the Cathedral. Please be aware that at certain times throughout the year the Cathedral hosts events which cause closure of the whole or part of the Cathedral. Please contact the Cathedral directly for details. We are not responsible for these closures and no reduction in price will be offered if parts of the Cathedral are closed during your stay.

8.2 All bags and vehicles may be subject to searches when entering the Cathedral grounds as a safety precaution to ensure the safety of all visitors within the Cathedral Grounds. The Cathedral reserves the right to refuse entry to any vehicle not registered as a potential arrival. Guests driving into the Cathedral Grounds are expected to adhere to the 5 mile an hour speed limit.

8.3 Only registered overnight guests are permitted to enter the Cathedral grounds after 9pm. If non-residents are found in the Cathedral grounds, including the Lodge, they may be requested to leave by security.

9. Parking

9.1 Limited parking is available within the grounds of the Lodge from 15.00hrs. On arrival day until 11.00 a.m. on departure day at a cost of £10 per night. This is subject to availability and must be pre-booked by telephoning or emailing the Lodge and paid for on departure.

9.2 All guests must let the Cathedral Lodge reception know at least 24 hours in advance the make and model of their vehicle, along with the registration number. If no car details are given, then access by security may be refused.

9.3 Alternatively you can purchase a reduced cost parking voucher for participating council car parks from reception. The cost is £10 for 24 hours. The closest council car park is just outside the grounds, approximately a 5 minute walk away.

10. Lodge and Cathedral Events

10.1 Please be aware that at certain times throughout the year the Lodge may host weddings, events or parties. Please contact the Lodge directly in advance of your stay if you require further information on the events that may take place during your stay. Most events will finish by 11 p.m.

10.2 The Cathedral also hosts events throughout the year and occasionally for reasons of security we may have to close the Lodge to the public and either reschedule or cancel your booking or transfer you to an alternative local hotel in accordance with clause 5.1(b).

11. If you have a problem

11.1 In the unlikely event that you have a problem during your stay you must bring it to the attention of the Lodge management at the time to ensure that we have an opportunity to rectify the problem during your stay.

11.2 If you are not satisfied that the issue has been resolved fully, please submit details of the problem in writing as soon as possible following your stay to: The General Manager, Canterbury Cathedral Lodge, The Precincts, Canterbury, CT1 2EH, United Kingdom.

12. Insurance and liability

12.1 We recommend that you obtain insurance with a reputable company to cover you against the risk of cancellation of your booking.

12.2 To the fullest extent permitted by law our liability, whether arising in contract, tort, negligence, breach of statutory duty or otherwise, shall be limited to the price paid for your booking or the limit of our insurance cover in the event the risk is insurable.

12.3 We shall not be liable for loss of profits, depletion of goodwill or similar losses, or any special, indirect, consequential or pure economic loss, costs, damages or expenses.

12.4 Nothing in these Terms seeks to exclude or restrict our liability for death or personal injury caused by our negligence, fraud or fraudulent misrepresentation or for any other matter for which it would be invalid, illegal or unenforceable for us to exclude or attempt to exclude our liability.

13. Assignment and third party rights

13.1 We may assign, subcontract or transfer any of our rights or obligations under these Terms as we see fit.

13.2 These Terms are not intended to be enforceable by any third party nor are they intended to confer any right on any person pursuant to the Contracts (Rights of Third Parties) Act 1999.

14. Variation

14.1 We reserve the right to vary these Terms from time to time and the current version of these Terms shall be made available on our Website.

14.2 You shall be subject to the Terms in force at the time you make your booking.