

Bookings - Terms and Conditions

The Lion, 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

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 will be required to confirm bookings.

Payments will be required on or before arrival at the venue or as agreed with the venue.

Bedroom Cancellations

Bedroom cancellations and amendments are available up to 2pm on the day preceding arrival (e.g. before 2pm on Tuesday for a Wednesday arrival). Cancellations after this time will be charged 1 night's accommodation.

Group Bookings (more than 8 rooms)

For bookings of nine or more bedrooms, 50% of the value will be charged at time of booking.

The party leader (booker) confirms that he/she is so authorised that all party members agree by the booking conditions. The booker is responsible for making all payments for the group to the venue.

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

Check In

Check in is from 2pm on the day of arrival. Should you require an early check in please phone the venue and we will do our best to accommodate.

If you are expecting to arrive after 10.00pm, please phone the venue. You will not be able to check-in after 11.30pm.

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.

Events

Event enquiries must be made by telephoning or emailing the venue. All bookings are confirmed by e-mail. A 10% deposit will be required to secure the booking.

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. Full payment is normally due 14 days prior to the event.

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. All pre-payments 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.

Breakfast

We look forward to welcoming guests for breakfast for those on a bed and breakfast rate. Please book your table in advance either through the website or with one of the team. Breakfast is available to other residents and non-residents by arrangement until 6pm the previous day but cannot be guaranteed due to seating availability.

All group bookings are required to confirm they require breakfast at time of booking.

Table Bookings

Bookings for tables in the pub are through the website or on the telephone. Book early to avoid disappointment.

Children

Advise on 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 (exclusive of 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 a number of rooms. Please confirm at time of booking. A small charge will be levied.

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.

Storage

We have a small amount of space for short term storage of luggage and bicycles. Property is left at the owner's risk.

Special Requests

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