

Terms and Conditions for Channels Lodge

Confirmation of a booking by the Client is deemed acceptance of these terms.

In these terms of business, the expression 'Hotel' means Channels Lodge - and 'Client' means the person, firm or company making a booking or staying at the Hotel. These terms apply to all bookings except to the extent that specific terms apply for a particular booking.

Prices

All published rates include VAT at the current rate. Accommodation rates are per room per night, with full breakfast included (or Continental breakfast where breakfast is required before 8am.)

Bookings

Bookings must be guaranteed by a major credit or debit card.

Arrival and departure

Bedrooms are normally available from 2.00pm on the day of arrival and must be vacated by 11.00am on the day of departure.

Cancellations, amendments and non-arrivals

We will confirm your booking in writing.

Cancellations: Should the need arise, we strongly recommend that you cancel your reservation by telephone. If your reservation is cancelled in line with the hotel policy - payment will be returned within 5 working days. In the event of non-arrival or cancellation within 48 hours of the date of arrival, a charge equivalent to the total reservations at the package rate at which the reservation was made will be levied. Normal terms of payment apply to these charges.

Amendments: To amend your booking, simply call and advise us. Cancellation charges apply.

Payment

Most major credit and debit cards are accepted. Channels Golf Club is acting as authorised agent to collect payment on behalf of the hotel. Full payment will be taken by Channels Golf Club within 24 hours of booking.

Your card will not be charged further unless additional costs, such as mini bar or room items are utilised. These items will be charged as taken (please see your Welcome Pack for more details). All additional sums are due for payment on presentation of the invoice at checkout. In the event of any query relating to the invoice, the Client must notify the Hotel within 14 days of the invoice date and the Client's obligation to pay all outstanding balances immediately will not be affected.

Availability

In the rare case that the hotel cannot accept a booking, guests will be advised by return. In the case of an act of God (strike, war, etc), the Hotel will do its utmost to find an alternative accommodation in another hotel but will not be held responsible if this is not possible.

Car parking

The Hotel does not accept responsibility for damage to, or for theft from, or for theft of vehicles parked on Hotel premises.

Insurance

Clients are recommended to have insurance to cover cancellation, curtailment, and loss of baggage, personal effects and money.

Children

Children under 12 years old stay free on the basis of one child per room sharing with two adult/s. Cots are available free of charge, subject to availability. Please enter requests for extra childbeds and/or cots, noting the age of the child, in the comments box when booking.

Children under the age of 18 years must be accompanied by a responsible adult to ensure that the children's behaviour is appropriate for other guests within the Hotel.

Pets

Please note that pets are not allowed at Channels Lodge.

Smoking

Please note that smoking is not permitted at Channels Lodge.

Disabled guest rooms

We have a hotel room which offers modified facilities for use by disabled guests. As needs do vary, guests are requested to check at the time of booking.

Behaviour

The Hotel reserves the right to judge acceptable levels of noise or behaviour of Clients, guests or representatives, who must take all steps for corrective action as requested by the Hotel. In the event of failure to comply with management requests, the Hotel may terminate the booking or stop any event immediately without being liable for any refund or compensation.

Guests of Hotel residents

Please note The Lodge is for resident guests only.

Discrimination

It is the policy of the hotel not to discriminate on the grounds of race, colour, nationality, creed, sex, marital status, age, ethnic origin or disability. Clients, their employees, guests and all sub-contractors engaged by or on behalf of the Client are expected to adhere to this policy and the Hotel may, without incurring any liability to the Client, remove from the Hotel any person or persons offending against this policy.

External purchases

No wines, spirits, beers or food may be brought into the Hotel or Hotel grounds by Clients, their guests or representatives for consumption or sale on the premises without the express written consent of the Hotel and for which a charge may be made by the Hotel.

Comments and complaints

Any comment or complaint regarding the stay should be made in writing within 90 days to Channels Lodge, Belsteads Farm Lane, Little Waltham, Chelmsford, Essex CM3 3PT.

All information concerning the hotel, including but not limited to descriptions, availability and pricing has been provided by Channels Lodge.

Statutory requirements

The Hotel is subject to statutory controls, including those relating to fire, licensing, entertainment, health, hygiene and safety. These must be strictly observed by Clients, their guests and representatives.

Liability

Other than for death or personal injury caused by the negligence of the Hotel, the Hotel's liability to the Client is limited to the price of the booking. Unless the Hotel is liable under the above clause, the Client indemnifies the Hotel from and against any and all liability and any claims, proceedings or damages resulting or arising from the booking, event or function, the Client, guests or any outside contractors of the Client.

The Hotel will not be liable for failure to perform to the extent that the failure is caused by any factor beyond its reasonable control. The Hotel does not accept responsibility whatsoever for damage to, or theft from, or theft of, vehicles parked on the hotel premises.

Clients are responsible for any damage caused to the allocated rooms, furnishings, utensils and equipment in them by any act, omission, default or neglect of the Clients, their guests or sub-contractors and will pay to the Hotel on demand the amount required to make good or remedy any such damage.

Website information

Channels Lodge reserves the right to cancel, amend or vary the arrangements featured in the website without notice.

Privacy policy

We collect personal information from visitors to our website through the use of enquiry/request and reservation forms; data is also retained each time you e-mail us directly.

We process personal information collected via this website for the purposes of dealing with your requests and to improve the service provided to you by us. Information may also be used to conduct market research surveys and providing you with information about products and services we offer. We will not sell this information and will disclose it to no third party organisations or companies. If you would prefer not to receive any such communications from us please tick here