

Drifters Lodge
Full Terms and Conditions

Check-In

Rooms are available for occupation from 4 pm on the day of arrival and should be vacated by 10 am on the day of departure (10.30 at weekends).

Breakfast

A full English breakfast is served to all guests as part of our standard service. If, however, you have other dietary requirements, please let us know and we will do our best to make appropriate arrangements.

Breakfast is served at between 7.30 and 8.30 on weekdays and 8.15 and 9.15 on Saturday and Sunday.

Confirmation & Payment

We will ask you to confirm your reservation, at the time of booking, with your credit/debit card number. If you have neither, we will ask you to send a deposit cheque. Payment, at the end of your stay, should be made by credit/debit card or cash. We will accept a cheque only if your guarantee card covers the full value of your cheque. We do not normally accept company cheques or company debit cards unless by special arrangement.

Cancellations and Refunds

We will not normally charge for cancellations made 8 calendar days or more prior to your expected date of arrival although we reserve the right to vary this policy in appropriate circumstances. We also reserve the right to charge the credit/debit card used to secure your booking, in your absence, when a cancellation has been made 7 days or less before your expected date of arrival or if you fail to arrive as planned. Receipts will be posted to the address provided when the booking was made. We will accept cancellations in writing, via emails (through our website at www.drifterslodge.co.uk) and phone calls.

Transfers of Booked Rooms

Bookings are not transferable without the prior consent of the Owner and are valid only on receipt of credit/debit card details for new guests.

Early Call

Please ask if you need an alarm call.

Car Parking

There is outdoor, hard standing, parking at the front of Drifter's Lodge. There is room for 3 cars alongside each other. Please consider other drivers when you park. Garage parking can be made available on request. Please do not idle or rev. your vehicle engine whilst in the driveway, especially in the evening, as this causes offence to neighbours.

All cars are parked at their owners risk and the owners of Drifters Lodge will not accept any responsibility for damage or theft from, to or of any vehicle parked on the property or elsewhere.

Pet Policy

We do not allow guests' pets on the premises. We reserve the right to refuse your reservation and charge a cancellation fee unless satisfactory alternative arrangements can be made for the safe keeping of any pets you bring with you.

Children

Drifters Lodge accepts child guests from age 10. Children may share rooms with siblings or a parent; we do not sleep more than 2 people in each of our rooms.

Laundry/Ironing

We can make an ironing board available for your use - please ask. We can also arrange to launder small items for you if you are staying for several days.

Catering

If you are going out for the day, and would like a packed lunch to take with you, we can arrange to provide sandwiches, fruit, snack foods (crisps, nuts, cereal bars) and a bottle of water or soft drinks.

Our picnic basket for 4 people (suitable for race goers, guests planning to attend open air theatre events or just to make a day out something special) comprises a hamper with a selection of cold cuts, cheeses, breads, salads, fruit and deserts. We can provide thermos flasks and a cool box which works from an in-car cigarette lighter/charger. **PLEASE NOTE** we will need 24 hours notice for picnics and/or the hamper.

Please do not bring hot foods/takeaways into the bedrooms. You are welcome to bring food, for supper, into Drifters

Lodge between 5pm and 8 pm and we will arrange for you to use the dining room, if at all possible. **Please let us know either on arrival or by 12.00 (noon), on the day you will like to take up this option.**

Standards of Behaviour

Drifter's Lodge is a non-smoking house. Please do not leave smoking litter in the gardens or driveway.

We expect all our guests to respect the privacy and comfort of other occupants of the house. We ask that you do not cause excessive volume from TV or radio and that, when you move around the house, especially after 10pm and in the early morning, you will close doors quietly.

Service Standards in Bedrooms

Your beds will be made each day. Bed linens and towels are changed after each occupancy, or on the 4th day, and every 4th day thereafter, in the event of longer stays. If, however, you would like your towels changed more frequently, please leave them in the shower tray or bath.

Safety and Security

Each bedroom has a door lock with a separate key. Please ensure your bedroom door is locked every time you leave the room unattended. We suggest that you leave the key in the lock at night so that, should the alarm sound, you do not have to hunt for your key to exit your room.

Please ensure that your TV is switched off at the wall, and that all your windows are closed, whenever you leave your room.

If you are using a piece of electrical equipment in our bedrooms (including charger units), please do NOT place them on the beds or carpet as this could cause overheating and, therefore, a fire risk. PLEASE SWITCH OFF ALL ELECTRICAL APPLIANCES AT THE WALL, INCLUDING THE TV, OR UNPLUG THEM EVERYTIME YOU LEAVE THE ROOM.

Emergencies

Drifters Lodge is fitted with mains operated fire alarms, which has a back up power supply in the event that fire interrupts the electricity supply. The emergency light on the landing will activate in the event of a power failure. As an added precaution, there is a battery operated torch in the drawer of your bedside cabinet. Please check that it is working and tell the Proprietor of any defect.

Please keep your room keys close at hand, (e.g. in the lock) during the night. In the event that the alarm sounds, please evacuate the house through the front door and congregate on the drive way, close to the road edge, where you will be met by the Proprietor. DO NOT stop to collect belongings or for any other purpose.

If you have children with you at Drifters Lodge, please ensure that you are able to reach them and ensure their safe exit, in an emergency.

In the event that you need urgent assistance during the night, please knock on the door of the Proprietor's bedroom, which is on the landing opposite the guest bedrooms. Medical assistance can be summoned, by the Proprietor, from either Aylesbury Doctors on Call (AYDOC) or High Wycombe Doctors on Call (WYDOC).

Theft and Damage

We reserve the right to charge guests for loss or damage of or to Drifters Lodge property where that loss or damage can be reasonably attributed to guest misuse, carelessness or vandalism. We will advise of the cost of replacement or repair and, in extreme circumstances, reserve the right to charge the credit/debit card for which we were given details when the booking was made.

Website Accuracy

Amendments and updates are frequently made to our web site. Please telephone us on 01844 274773 to confirm any information on which you rely before you book to stay with us again.