



Cumberland Lodge Stays

Booking Terms and Conditions

CONTRACT

Cumberland Lodge offers bookable guest bedrooms within Windsor Great Park. All profits directly support the work of Cumberland Lodge as an educational charity developing the next generation of leaders. The Contract will be entered into and becomes legally binding when Cumberland Lodge issues the confirmation email.

The Client should check the confirmation email carefully and notify Cumberland Lodge immediately in case of any discrepancy or mistake.

The maximum occupancy of any double or twin room is two persons. The maximum capacity for our single room is one person.

There is strictly no smoking permitted inside the building and only permitted in the designated area outside. This also applies to all types of electronic cigarettes.

Guests are asked not to permit any activities which are dangerous, offensive, noxious, illegal or immoral or become abusive towards any member of Cumberland Lodge staff (or any person) or otherwise harass, threaten, bully or intimidate any members of Cumberland Lodge (or any other person) No refund will be offered in these circumstances and may lead to you being asked to leave the Lodge.

ARRIVAL AND DEPARTURE

Check-in time is from 2pm and check-out time is 10am

FOOD AND BEVERAGES

Full English breakfast is served in the Cumberland Dining Room between 8am – 9am

All special dietary requirements must be received by the Company in writing no later than 3 Working Days prior to the event

There is no room service offered but there are tea/coffee making facilities in all rooms.

It is strictly prohibited to drink alcohol purchased outside of Cumberland Lodge on site without prior agreement and authority from the Duty Manager, and a corkage fee paid. We reserve the right to confiscate any alcohol for which proof of purchase from the Lodge is not available. This will be kept and returned to the owner on departure.

Other than breakfast, there are no in-house options for lunch or dinner at the Lodge. This includes no offer of snacks or room service.

Our bar will be open at select times.

PAYMENT AND CANCELLATION

Once we've received your booking we will invoice you (which will include methods of payment). This invoice will need to be paid within 3 days.

If you wish to cancel your booking, you must notify the bookings team 14 days prior to your check in date to qualify for a full refund. Any cancellations made after this time will not receive a refund.

Cumberland Lodge strongly recommend clients take out suitable Cancellation Insurance, including cover for illness and possible self-isolation.

Should Cumberland Lodge make the decision to close the Lodge due to adverse weather conditions, or reasons beyond their control, then all guests will be notified as soon as is possible. In these circumstances' guests will be given the option to rebook, subject to availability, or to be refunded the price they have paid for their stay.

DATA PROTECTION – How we use your personal data

The Company shall comply with all applicable privacy and data protection laws. The Company's policy can be found on its website at the following link <https://www.cumberlandlodge.ac.uk/privacy-policy> and forms part of the Booking Contract.

VAT

VAT is included in the rental fee. Receipts can be printed on request when checking out or emailed to you.

OTHER

Please be aware that we are a venue that hosts evening functions and events, therefore they may be taking place during your stay.

All noise abatement requirements when entering and leaving the Premises are respected, and any sound amplification levels are reduced in the event of nuisance being caused to guests or nearby residents

Parking of vehicles is restricted to designated parking areas.

Any damage or loss to the fabric of the Premises, including to carpets and walls, will be charged at the full replacement value where such damage is caused by the Client.