

# MÔR Lodge Terms and Conditions

We aim to deliver the best possible customer experience and adhere to all current legislation in addition to trade body guidelines. These include all of the current guidelines relating to the information that we hold about you and, in order to clarify this, we have published a Privacy Policy. The conditions below do not affect your statutory rights.

## Deposits

**Please note:** On check in we ask for a **£30 cash deposit per person**, we will also take the debit/credit card details of the party leader as a security and good behaviour bond deposit. Those details will not be passed on to any third party, and will only be entered on a secure system to which access is restricted.

If there is any damage caused to the building or disturbance to other guests, by you or your party, resulting in a need for monetary rectification, the £30 cash deposit of the person or persons responsible will be forfeit. If you or your group have left the building prior to MÔR staff being notified of any damage or disturbance by you or your party, or if the extent of the damage is sufficient that it exceeds the total amount left in our care as a deposit, the card provided during check in will be charged accordingly. We will do our best to inform the card holder of any charges via E-Mail or phone depending on the details held on file.

## Keys

Failure to return the keys to your room or the front door will result in a charge of £10 either deducted from the deposit left by you in our care or to the card details held on site.

## Code of Conduct

We place great emphasis on providing a safe, friendly and fun environment for guests and staff alike. Therefore we will ask any guest who is abusive, threatening, or offensive to leave MÔR Lodge immediately and they will incur all cancellation charges relevant.

**We reserve the right to refuse entry**, or require to leave immediately, anyone who we consider to be excessively drunk, disruptive or disorderly, under the influence of drugs, or behaving in any other unacceptable manner. Cancellation charges apply.

## Môr Lodge Rooms

Môr Lodge will provide rooms with bunk beds, mattresses, sheets, pillows with pillow cases and a duvet with a duvet case. Guests should bring towels for their stay or they can be purchased at reception.

Guests are asked to leave their room in a similar state to which they first occupied it. (Intentional damage or excessive debris that requires specialized cleaning will be charged to the occupier's card that was provided during check in or an amount will be withheld from your cash deposit)

Môr has a licensed bar for guests to use (sale of alcohol to over 18's only) and would like to remind guests that alcohol bought off the premises is not permitted. Failure to comply with this will result in a charge (to the card details provided during check in or by withholding part or all of the deposit) or the guest being asked to leave the premises. No refunds will be given.

## Smoking Policy

MÔR Lodge has a strict **no smoking policy** in all rooms and indoor areas. There is a designated area outside the front of MÔR Lodge and guests are required to restrict smoking to this area and to use ashtrays provided.

Please note that if on departure we discover that you, or any member of your party, have

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smoked in your room we reserve the right to charge you up to the cost of seven nights' accommodation to compensate the loss of business whilst the room is unable to be used due to airing or specialist cleaning. **If we find that you are smoking in your room or outside the designated smoking area you will be asked to leave immediately.** Our rooms and other area of MÔR Lodge are fitted with sensitive smoke detection devices. Any person tampering with the detectors, or other safety equipment, will be asked to leave and charged in full for the entire stay plus the engineer's call-out charge.

## Damages or Breakages

All damages or breakages must be reported to a member of staff immediately. MÔR Lodge reserve the right to debit a guest's credit or debit cards for any damage caused by that guest or their party without notification to the card holder if they have already left the premises and are unobtainable by the details held on file.

Age Restrictions Bookings cannot be accepted from any person under the age of 18 unless they are accompanied by an adult (over 18) who is staying in the same room. In special circumstances agreed with management, guests of 16+ may stay Sun-Fri morning checkout, providing that an approved parental/ guardian consent form is supplied to MOR prior to travel. For school parties please contact the management.

Personal Property It is the guest's responsibility to ensure that their personal belongings are secure at all times. **MÔR Lodge accepts no responsibility for the loss, theft or damage to personal property however caused sustained or caused.**

Website and WiFi Conditions We reserve the right to change, modify, substitute or remove, without notice, any information on our website as necessary. All I.P addresses are taken and stored for anyone wishing to use the free Wi-Fi that MÔR Lodge provides. MÔR Lodge staff will report any abuse of this facility to the relevant authorities where necessary and as such, the Wi-Fi should not be used to view, search or download any illegal or inappropriate information or material.

Delay or Failure to Perform We shall not be liable to you if we are prevented or delayed in the performing of any of our obligations to you due to any cause beyond our reasonable control, including (without limitation) any act of God, explosion, flood, fire or accident; war or civil disturbance; strike, industrial action or stoppage of works; any form of government interventions, a third party act or omissions; failure by you to give us a correct address or notify us of any change of address.

Phoned in Bookings MÔR Lodge charges the first night's accommodation as a reservation deposit for your booking. This will be charged at the time of booking and is non-refundable. Bookings will only be taken with a valid credit or debit card that is valid at the end of the stay. No credit facilities are available and accommodation must be paid in full upon arrival. Photo identification is required upon check in. Valid identification includes passport, photo driving licence or national identity card.

## Internet Bookings made through Third Parties

Bookings made through LateRooms and affiliated sites will be Advance purchase- fully pre-paid, non refundable and non-transferable for all room types. Bookings through Hostelbookers will be charged a 10% deposit that is non-refundable which is taken by the Booking Engine, not MÔR Lodge. The first night value is charged on the same day as booking and is non-refundable. Final balance owing is due in full on arrival. Please check your email confirmation carefully, especially the details pertaining your stay. If in doubt, call us and we can check what is on our system. Photo identification is required upon check in. Valid identification includes passport, photo driving licence or national identity card.

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Confirmation of Booking We will contact you by phone or email to confirm your booking, but it is recommended that you contact us to reconfirm your booking seven days prior to your arrival.

## Pricing and Payment Policy

1. We make every effort to accommodate you in the room size of your choice. However because of the nature of our business, we may have to place you in an alternative room. If the room you have been placed in is more expensive, we will not charge you the difference. However if the room we place you in is cheaper, we will refund you the difference.
2. We do not normally accept cheques. Please contact MÔR Lodge manager if you need to pay by cheque.
3. We do not accept American Express, and cannot accept Solo or Electron cards via telephone or email.

## Weekly Deals and Special Packages

1. Full payment will be taken at the time of booking
2. Dates and packages may be moved but not refunded
3. 4 weeks notice in writing must be given to move any packages
4. All changes to reservations should be done in writing by email

## Cancellations and Non-Arrivals

1. Cancellations must be made no less than 3 weeks prior to your booked arrival date. Failure to cancel within this period will mean that the cost of your full stay may be debited from your credit/debit card.
2. For groups of more than 20 we will require no less than 4 weeks prior written notice to cancel from the date of booked arrival.
3. If you fail to arrive on the first day of your booking we reserve the right to debit your credit/debit card the full cost of your stay. If you are delayed getting to us, please call and we will try to amend your booking subject to availability.
4. Refunds will only be given if cancellation is made within the stipulated cancellation time period or via arrangement with MÔR Lodge manager for exceptional circumstances.
5. If using a VD & MOR Package, full payment will be required upon booking. Any cancellation made less than 4 weeks prior to arrival will incur a fine based on first nights accommodation and 50% of activity price. We reserve the right to keep full payment for duration of stay and all activities, should guest(s) not arrive on first day of stay. Amendments to bookings will only be possible subject to availability and should be made no later than 4 weeks prior to arrival/ managers discretion.

If we Change your Booking In the unlikely event it becomes necessary to change your booking, in total or in part, MÔR Lodge will inform you as soon as it is reasonably possible of any necessary changes. You shall have the choice of accepting the changed arrangements, purchasing another booking from MÔR Lodge (and paying or receiving a refund in respect of any differences in price) or cancelling your booking and receiving a full refund of all payments made.

## Check In and Check Out Procedure

Check in is between 2pm - 10pm every day. Early and late check in is available via prior arrangement with the management. If the room is not ready bags can be stored at your own risk in a storeroom. Payment for the full stay must be provided on check-in. Any problems with the guest's room i.e. damage etc has to be reported to check in staff within 30mins of checking in or the guest will become liable for cost of

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replacing/repairing. Môr Lodge reserve the right to deduct this cost from the guest credit/debit card.

Check out is by 10am. A later check out can be allowed via prior arrangement only. Late checkout will incur a cost of £10 per hour per person charged to the card provided during check in.

Môr Lodge shall ensure that the accommodation and/or other services you order from us are in accordance with these terms and conditions and shall be performed by us with reasonable skill and care. Where an element of your booking is not provided as stated you must notify us within 28 days of the alleged breach. We shall then investigate the matter and if we have not delivered the services agreed in writing with you, you will be entitled to: a full refund of the cost of your order (or, where appropriate, the relevant section of it) less any fees charged for changes requested by you; or a free stay to the equivalent value of the services complained of, where such dates are agreed in writing by us.

We will not be liable to you by way of representation (unless fraudulent), common law duty or under any express or implied term of the contract for: any losses which are not foreseeable by both you and us when the contract is formed arising in connection with the supply of the services or their use by you; any losses which are not caused by any breach by us; business or trade losses. Our entire liability in connection with the contract will not exceed the purchase price of the services booked less any amendment charges paid to us. Except in relation to death or personal injury caused by our negligence Môr Lodge's liability remains, at all times, limited to the value of the services booked, excluding any amendment charges paid to us.

## Your Information

We shall only store and use the information you supply to us for the purposes of carrying out our contract with you and to collect valuable feedback about how satisfied you were with the services provided. If you do not wish to receive requests for your feedback or marketing materials, please let us know by: emailing us at [rachel@morlodge.com](mailto:rachel@morlodge.com); or telephoning us on 01631 877 776 or 01637 871 186 ; or writing to us at the address noted below

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Môr Lodge is a trading name for Tenang Hotels Ltd. Registered no:07409266.

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