

Booking Conditions

1. Reservations

Telephone bookings will be held for seven days pending receipt of written confirmation and a deposit equal to the value of the first night's stay per room. For one-night bookings, the total cost of the stay is payable in advance. The booking will be confirmed by letter or email once your deposit has been received.

2. Cancellations & Insurance

A holiday booking is a legally binding contract. If you fall ill, have an accident, become redundant or are otherwise prevented from taking your holiday and we are unable to re-let your accommodation, there could be a cancellation charge. This could be as much as the full cost of your holiday. This is standard practice throughout the UK. In the event of cancellation the following scale of charges would apply : 28 days or more before your arrival date - Forfeit of deposit 14 - 28 days before your arrival date - 30% of total costs 7 - 14 days before your arrival date - 50% of total costs 1 - 7 days before your arrival date - 75% of total costs Arrival day or later - 100% We advise guests to take the precaution of having insurance when booking holidays.

3. Arrivals & Departures

Check in times are from 3pm until 6pm. If guests arrive in Paignton earlier then please call us and we are happy for you to check in earlier if your room is available. If you are going to arrive later than 6pm then there may be a discretionary surcharge dependent on the circumstances.

Rooms must normally be vacated by 10.30am at the latest. If guests require a later check out and we can accommodate, then there may be a discretionary small surcharge.

Storage of luggage may be available if guests are departing Paignton later in the day.

We also offer a pick up and drop off service from Paignton train or coach stations by prior arrangement.

4. Meals

There is no allowance given for meals not taken. Packed lunches available by arrangement.

5. Payment

Balance of booking to be paid on arrival. Payment may be made by debit/credit card, personal cheque with guarantee card or cash.

6. Facilities

All rooms have tea and coffee making facilities, remote control colour TV's, Freeview, clock radios and hair dryers. An ironing board and iron is available. The licensed bar has flexible hours but late nights are NOT the norm. There is a small library of books and board games which guest may use on the premises.

7. Guest House Policies

To comply with the law. we now have a non-smoking policy within Blue Waters Lodge. Smoking can take place on the front patio; please ask for an ashtray.