



# LAKESIDE PARK

HOTEL & SPA

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## Terms and conditions

### Rates

Accommodation rates are per room per night based on two people sharing. Single occupancy rates and child/additional person's supplements are as indicated on our tariff. All rates include service, VAT at the present rate of 17.5%, and full English breakfast. Rates are correct at the time of going to press. Lakeside Park Hotel reserves the right to alter any prices at its discretion.

### Payment

A deposit of £50.00 or 25% of the full balance (whichever is the greater), is required at the time of booking. This can be paid by credit or debit card via the telephone, or by sending a cheque made payable to Lakeside Park Hotel. All major credit and debit cards are accepted. The final balance and any extra charges are payable by credit or debit card upon departure (cheques will not be accepted).

### Online bookings and special requests

When booking online you will be required to provide credit or debit card details as a guarantee to secure the booking. No charges will be made to your card during the booking process. You will however incur charges should you fail to cancel your reservation within the desired period. See below. Booking online allows you to make special requests, which can also be made with reception over the telephone. Whilst every effort is made to carry out these requests, they cannot always be guaranteed.

### Cancellations

Should you wish to cancel your reservation with us, the following notice period and fees apply:

- More than 14 days prior to your arrival date, your deposit will be returned less £30.00 administration fees.
- 7 – 14 days prior to your arrival, your deposit is non-refundable.
- 3 – 7 days prior to your arrival, you are required to pay 50% of the balance.
- Bookings cancelled within 3 days, or failure to arrive on your booking date without prior notice will be charged in full.

### Check in and departure

Bedrooms are available after 14:00hrs your day arrival, and must be vacated by 11:00hrs on the day of your departure. Late check outs may be available upon request. Should you be arriving after 20:00hrs please inform reception of an approximate arrival time.

### Brasserie and Fine Dining

Lakeside Park Hotel offers both brasserie and a fine dining experience. Booking with reception is advisable to avoid disappointment. Please enquire at reception for half board packages.

### Leisure club and spa

Lakeside Park Hotel has a leisure club and spa which is available to guests free of charge. However, additional services such as beauty treatments will be charged as taken. To avoid disappointment with beauty treatments, it is advisable to book directly with the hotel.

### Website accuracy

Amendments and updates are frequently made to our website, and whilst every effort is taken to ensure all information is correct, Lakeside Park Hotel reserves the right to alter any information at its discretion.

### Car parking

The hotel offers car parking free of charge to its residents and guests. All cars are parked at their owners risk and Lakeside Park Hotel does not accept any responsibility for damage or theft from vehicles parked within the hotel premises.

### Weekend Bookings

Bookings that fall over a weekend must be for a minimum of two nights\*

### Smoking

The hotel is strictly a non-smoking area.

### Pets

With the exception of working dogs for disabled people; Lakeside Park Hotel does not accept pets.

### Directions

*Car Directions (SatNav Enter PO33 4LJ)*

#### Portsmouth to Fishbourne

Wightlink Ferry, (Fishbourne Lane) Turn right at the traffic lights onto A3054 towards Newport. Entrance to Hotel is on your left directly after crossing Wootton Bridge

#### Southampton to East Cowes

Red Funnel Ferry, follow the main road out of East Cowes onto the A3021. Turn left onto the A3054 to Ryde. Drive through Wootton High Street and the Hotel entrance is on your right before crossing the bridge.

#### Lymington to Yarmouth

Wightlink Ferry, travel out of Yarmouth on the A3054 towards Newport, travel through Newport staying on the A3054 towards Ryde. Drive through Wootton High Street and the Hotel entrance is on your right

*Public Transport Directions from passenger ferry terminals*

#### Wightlink and Hovertravel Terminals

From Ryde interchange take the number 4 or 9 bus towards Newport, ask for Wootton Bridge stop

#### Southampton to Cowes Red Jet Service

Red Funnel 'Red Jet' Terminal. From Cowes take the number 1 bus to Newport and change at Newport Bus station to number 9 towards Ryde, ask for the Wootton Bridge stop.

\* 1 night bookings over a weekend will be at the duty manager's discretion and season dependant.