

Fife Lodge Hotel



Room Reservations

Terms and Conditions

1. Introduction

These are the terms and condition that apply when you reserve a room at The Fife Lodge Hotel.

By making your reservation, you confirm your acceptance of these terms and conditions.

We reserve the right to amend these terms and conditions at any time and you should therefore check them each time you make a reservation. The terms and conditions applying to your reservation will be those in place on the date that you make your reservation.

Additional terms may apply if you make your booking through one of our digital channels (any third party booking site). These are published on the relevant digital channel.

2. Reservations

You can reserve your room in any of the following ways:

- Contacting the hotel directly on 01261 812436 or bookings@fifelodgehotel.com
- Our website at www.fifelodgehotel.com
- Any third party booking site

You must be over the age of 18 to make a reservation. Those under 18 years old are permitted to stay at The Fife Lodge Hotel accompanied by a responsible adult.

You will be required to provide your credit or debit card details to secure your reservation. The Fife Lodge Hotel accepts Visa, MasterCard and American Express. The card details will not be charged at the time of booking. They will be charged on departure if your bill is not settled, and no payment is made. The card will be used for any charges occurred from theft, damages and additional cleaning required.

Please check that the details of your reservation are complete and accurate before arrival. If any details are incorrect, please contact us as soon as possible so we can rectify the issue.

3. Arrival and Departure Time

Check in is from 2pm.

Check out is until 11am.

If you wish to request an early check in or late check out, please contact the hotel directly on 01261 812436 or bookings@fifelodgehotel.com and we will do our best to accommodate. Please note, during peak times, this may not be possible and charges may apply.

If you wish to check in after 10pm, please contact the hotel on 01261 812436 or bookings@fifelodgehotel.com to advise us with your arrival time.

4. Special Requests

We will try to accommodate any special requests however all rooms are subject to availability.

Additional Z-Beds and travel cots can be provided in specific rooms. Please contact the hotel on 01261 812436 or bookings@fifelodgehotel.com to request a room to accommodate an additional bed(s) and/or travel cot.

5. Meals

All room reservation rates include bed and breakfast. Evening meals are not part of our standard reservation package. Dinner, Bed and Breakfast rates are available on request. Please contact the hotel on 01261 812436 or bookings@fifelodgehotel.com to discuss your requirements.

Meal allowances can be added to room reservations to allow your group to dine in the restaurant. This will be charged to the credit card provided at the time of booking.

6. Smoking

In compliance with Scottish Law, we operate a strict no smoking policy in all areas of the hotel including our decking/patio area.

There is a smoking pole located at the end of the decking/patio area on the carpark side should you wish to smoke during your stay.

If you are believed to have been smoking in your room, charges will apply. The charge occurred will depend on the seriousness of the damage caused. If the fire alarm is sounded, additional charges will apply for the automatic fire brigade call out.

7. Damages

If any damage is caused, this will be charged for according to the extent of the damage and the value of the items to be replaced and/or repaired. If you do not make the hotel aware of the damages and these are found after departure, the card details provided at the time of the booking will be charged. We will attempt to contact the guest first before the card is charged.

If the hotel room key is lost or not returned on departure, a charge of £25 will be added to the guest's bill. If the guest has already departed, the card details provided at the time of the booking will be charged.

If additional cleaning of the room is required, this will be charged accordingly.

The Fife Lodge Hotel is not liable for any items left by guests. We will attempt to notify you of any items found in your room. You are responsible for the collecting of items and/or cost of postage should you wish for your items to be returned.

8. Cancellations

Our cancellation policy is 48 hours prior to the day of arrival.

If your stay is cancelled after this time, the first night will be charged in full.

In the case of a no show, when we were not made aware of your cancellation or intention to stay at The Fife Lodge Hotel, your stay will be charged in full regardless of the number of nights booked using the card details provided at the time of your booking.

9. Pets

The Fife Lodge Hotel has selected pet friendly rooms. Please note, not all rooms are pet friendly. Please contact the hotel on 01261 812436 or bookings@fifelodgehotel.com to discuss your booking. The hotel must be informed in advance that you are bringing a pet. Failure to do so may result in your booking being cancelled if a pet friendly room is not available.

Pets are charged at £15 per stay. A complimentary bowl, mat, blanket and treats will be provided.

Our lounge/bar area allows pets. All outdoor areas including our patio/decking are pet friendly.

We request that your dog is clean before entering the hotel room. Towels are available by request.

For consideration to other guests, please always have your dog under control and on a lead in the public areas of the hotel.

If additional cleaning is required after your stay, this will be charged accordingly.

10. General

We reserve the right to change your room allocation at any point during your stay for any reason; or cancel any booking(s) due to health and safety concerns or full or partial closure of the hotel. In the event we have to cancel your booking(s) we will attempt to notify you and a full refund will be processed if payment has already been made.

11. Contact Us

If you require further information or have any questions regarding our website or these terms and conditions, please contact us by emailing bookings@fifelodgehotel.com.