



The Mews @ Roundthorn – Booking Notes

Thank you for booking your luxury apartment with us here at The Mews @ Roundthorn. We are delighted that you have chosen to stay with us and look forward to welcoming you. To help you with planning for your stay, we have outlined below some general information which we hope you will find useful, along with a copy of our Terms and Conditions. If in the meantime there is anything else we can help with, or you would like us to arrange anything for you prior to your stay, please just let us know.

About us....

Situated in the stunning surroundings of one of the most beautiful parts of the UK, overlooking the Lakeland fells and Eden Valley, Roundthorn Mews are five luxury apartments set in the beautifully landscaped grounds of Roundthorn Country House. With the dramatic landscape of the Lake District just minutes away, whether it be for a Summer holiday, a romantic getaway, a business stay or a cosy Winter break, The Mews @ Roundthorn is an idyllic destination all year round.

Whether its just the two of you, a group of friends, or you are bringing the extended family, our apartments guarantee you plenty of luxury and comfort..... your stay will be so perfect you won't want to leave!

The Apartment Facilities

All of our apartments include the facilities below:

Boutique Lounge and open plan Dining area with widescreen TV.

Fully equipped kitchen area, including Induction hob, oven with built in microwave, dishwasher and fridge with freezer compartment.

Bedrooms with Super King or Zip and Link Beds, wardrobe and bedside table. Each bedroom has its own fabulous en suite bath or wet room.

Private garden with decking area and garden furniture.

Other facilities: fresh linen and towels, iron and ironing board, hairdryer, USB charging points. Cots, highchairs and shower chairs are available if requested in advance.

Arrival and Departure

We operate an online check-in process to make your arrival as smooth as possible. Approximately 48hrs prior to your arrival you will receive a check in link by email, which will also include the Terms and Conditions of your booking. You will need to complete this at least 24hrs before arrival.



On this document you will also be asked to confirm an approximate arrival time.

You can check into your apartment after 3pm. On arrival you should call the number provided and a member of our team will come out to the car park to welcome you and show you to your apartment.

Check out must be before 10.30am on your day of departure unless arranged otherwise - we would ask that you drop your key into reception, where we hope to hear that you have had a lovely stay.

Parking

We have plenty of parking spaces available. Please use the area to the left of the Mews (as you face the building). If this is not possible when you arrive, a member of the Roundthorn team will advise you as to where would be best.

Housekeeping

We very much hope that you feel comfortable in your 'home from home' for the duration of your stay. If you would like one, a mid-stay service is available. A part service is £20, or a full service with linen change is £30. Fresh towels are available on request. If you are staying 7 nights or more, your mid-stay service will be complementary.

Health and Safety/Fire Safety

You will be given a copy of the 'Fire Evacuation Schedule' for your Mews apartment in your 'Guest Information File', which you will find in your apartment. Please read it carefully and brief any members of your party when you arrive.

WIFI

You will have complimentary WIFI within your apartment, and don't require a password to connect.

To contact the team

We can be contacted during normal operating hours through the hotel main telephone number on 01768 863952. If the hotel is closed, there will be an option on this number to be diverted to the Resident Manager or an emergency number will be provided.



Terms and Conditions

Please be aware that by making a reservation at the Mews @ Roundthorn, you are automatically accepting the below Terms and Conditions.....

Published Prices

All published prices are quoted in pound sterling and include VAT at the current rate. We reserve the right to make amendments. Restrictions may apply on certain dates.

Cancellations

For bookings made directly with the Roundthorn, a 50% deposit will be required at the time of booking. Full payment is then due 14 days prior to arrival. All payments made are non refundable.

If a booking that has been made through a third party is being cancelled, the third party must be notified directly by the customer. Please refer to their terms and conditions for the full cancellation policy.

Insurance

We do recommend that you take out cancellation or travel insurance to protect yourself from any losses.

Numbers in party

The names of guests staying in the apartment must be notified with the booking and no other guests should be permitted to access to the property without express permission in advance from the management. You must not permit more people than agreed on the booking to stay overnight in the property. It should be noted that we operate a strict no party policy in the apartments.

The number of adults or children cannot be changed during your stay without approval. (For example, if you book for two adults and two children, you cannot arrive with four adults and no children).

Single sex parties of more than 4 people are not permitted to book the Mews apartments and if there are any children (under 18) in your party you should let us know at the time of booking.

Breaches of the above terms will be treated as a cancellation of the booking and no refund will be made.



Repair and Cleanliness

Guests are responsible for the accommodation and its equipment during the period of the visit and are expected to take all reasonable care of it. You are advised to check on arrival and report any shortcomings, damage or missing items immediately to a member of the hotel team, so that the matter can be resolved. No claim can be considered for such matters not so notified.

Any damage caused, or equipment lost, damaged, broken or stolen during occupancy of the apartment must be reported to the hotel immediately. Guests are responsible for the costs of any damage, losses or breakages, these costs must be settled prior to departure.

The accommodation must be left in the same state of cleanliness and general order in which it was found. All the equipment, utensils etc. must be left in a clean condition at the end of the stay. Following departure, the property will be inspected and if any damage is found you will be liable for the cost involved to replace/repair.

Management access

A representative of the Roundthorn Country House is permitted to enter the property at any time, and it will be checked regularly throughout your stay. If any external trades people require access for reasons of maintenance, they will be supervised at all times.

Smoking

The Mews @ Roundthorn operates a strict non-smoking policy inside and outside of the apartments. This includes the decking and garden area and front terrace - this is a legal requirement of the fire certificate.

Lost Property & Security

The Roundthorn Country House do not accept responsibility for any loss and/or damage to personal belongings during your stay. It is the guest's responsibility to ensure that their property is left locked and secure at all times and to ensure that they are in possession of keys to the apartment.

Keys must be handed back on departure and an additional charge of £50 will be made for any lost keys.

We will endeavour to keep any items left behind following your stay for 6 weeks, with food and drink being discarded immediately. Lost property can be posted out to guests at an additional cost and it is your responsibility to contact the hotel if it is believed that any items have been left behind.



Behaviour

You and all members of your party agree:

To keep the property clean and tidy.

To leave the property in a similar condition as you found it when you arrived.

To behave in a way at all times while at the property which does not break any law.

Not to use the property for any illegal or commercial purpose.

Not to sublet the property or any part thereof or otherwise allow anyone to stay in it who we have not previously accepted as a member of your party.

Not to behave in anti-social manner, breach the peace or otherwise act in a way which may disrupt or affect the enjoyment of others.

To adhere to any current Covid guidance and regulations.

We reserve the right not to hand over keys, or end your stay should any unreasonable behaviour occur or if anyone in your party is likely to cause offence to other guests, members of staff or to neighbours. We also reserve the right to end your stay if there is cause to believe you or any member of your party will cause damage or loss to the property.

The Mews @ Roundthorn | Roundthorn Country House
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