

THE POWIS CASTLE ESTATE – CASTLE HOUSE LODGINGS.

BOOKING

Bookings are best made by telephoning 01584 874465 or e-mailing on info@ludlowcastle.com

We can answer your questions and suggest alternatives if your first choice is not available.

The Booking Office is normally open: Monday to Friday 9am – 5pm

If our staff are busy please leave a home or contact telephone number on the answering machine and we will ring you back as soon as possible.

We recommend early booking to avoid disappointment. However, it is always worth telephoning the Booking Office to check late availability.

Booking periods

Weekly bookings

We take bookings for **weeks** (Friday to Friday) throughout the year, with the exception of Peak periods. Please refer to the Price List for these dates.

Short stay bookings

Short stays can either be **weekends** (three nights, Friday night to Monday morning) or **midweek's** (four nights, Monday night to Friday morning).

Christmas and New Year

Christmas and New Year booking will be for seven nights.

How to book

If the accommodation you want is available, you can provisionally secure it with a credit or debit card payment.

Alternatively, we can hold your telephone booking for a maximum of seven days until we receive your payment. If we have not received the correct amount within the agreed time, this provisional booking will lapse.

Please note that all bookings are confirmed only on receipt of the completed booking form, along with payment.

Payment

If you book **more than 12 weeks before your holiday**, you will pay a deposit of £100.00 of the full amount. The balance of the cost and the surety of £200.00 will then be due 12 weeks before your holiday. If you book **less than 12 weeks before your holiday**, the total payment and the surety of £200.00 must be paid in full.

Surety

A £200.00 Good Housekeeping surety payment against any damages must be paid with the balance. Following an inspection of the property after your departure this will be refunded within one week, by cheque or credit to the credit card used for booking.

We accept Switch, Maestro, (issued in the UK), Visa, MasterCard and sterling cheques. All payments must be in sterling.

Cancellation

If you have to cancel for any reason you will be liable for a cancellation charge (see booking condition 18). We strongly recommend that you have your own insurance cover.

Booking conditions

All bookings are on the terms set out.

Booking office contacts

Tel: 01584 874465

Fax: 01584 874465

Website – www.ludlowcastle.com

Email - info@ludlowcastle.com

Please note that the booking office welcomes telephone calls, faxes, emails or letters but do not currently operate an on-line booking facility.

Midweek

Four-night midweek stays are available for most of the year. Although they are a day longer than weekends, they are usually much cheaper.

Low Season prices

The winter months provide an opportunity to stay at Ludlow Castle for significantly less. Winter midweek stays are particularly good value.