

Booking a room at South Lodge.

We accept bookings over the phone, via e-mail or through our online internet booking services.

If you book through the internet the booking agents will send you an e-mail confirming the booking details including the room(s) booked, the dates of the booking, the costs and the deposit paid.

For telephone and email bookings we will take credit/debit card details over the phone which will secure a booking. We will not deduct any payment before the visit. We will send you an e-mail, text or letter confirming the booking dates, the room(s) booked, the costs.

We accept payment by credit and/or debit cards*, cash or cheques, please make cheques payable to "South Lodge".

(* Most credit & debit cards are accepted, but we are unable to accept American Express or Diners Card.)

Please let us know what time you are likely to arrive so that we can ensure someone is here to welcome you. Also, it is helpful if you can let us have your mobile phone number so we can contact you when you are travelling to South Lodge or during your stay, should we need to.

South Lodge cancellation policy.

The cancellation policy for all bookings with South Lodge is:

Notice of cancellation must be given as soon as possible, preferably in writing via e-mail or a letter.

In the event of a cancellation more than 2 days before the reservation no payment is due.

In the event of a cancellation less than 2 days before the reservation the guest will be liable for the whole amount* of the booking.

In the event of a guest not cancelling a booking they will be liable for the whole amount of the booking.

All monies due under the cancellation policy will be deducted from

the deposit, where paid

and / or the debit/credit card given to secure a booking and / or the customer will be invoiced for the amount due.

*However, we will do our utmost to re-let your room(s) and if we are successful, we will return all monies paid less an administration fee of £25 per room.

"Excellent Guest House"

We stayed here for a Wedding in Broadstairs. What a fantastic place we chose. Such a warm welcome by Bill, comfortable rooms and fabulous breakfast. We had 2 rooms and they accommodated us superbly, my 3 year old felt at home which is always a bonus. This is the best guest house we have stayed in and would definitely return when next in Broadstairs. Thanks Bill and Christa.