

## **Fairlight Lodge b&b**

### **Privacy Notice and Terms and conditions**

# Privacy Notice

*This Privacy Notice explains how we at Fairlight Lodge b&b use any personal information we collect about you.*

#### ***What information we collect about you***

*When you make a booking with us we collect the names of all the guests who will be staying, the Home address, email address and telephone number of the person making the booking. We also collect a debit or credit card number to hold the room. We take payment upon arrival (we have a 48 hour cancellation policy).*

#### ***How we use the information we hold on you***

*We use your home address as part of the card payment processing to validate the card.*

*We will use your email address to send you confirmation of the booking and an email with more details on how to find us and other information you may find useful for your stay.*

*After your stay you will receive an automatic email from our booking system asking you to fill in a feedback form.*

*We will not use your telephone number to contact you unless it for an emergency and/or we have been unable to contact you by email.*

#### ***How is your data stored***

*All of the personal and debit/credit card data you supply us, as part of the booking process, is stored securely on a third party system, Freetobook.*

*Neither we nor Freetobook will share your information with any third party unless there is a legal reason for doing so.*

### **Marketing**

*We don't stay in touch after your stay. We keep the Fairlight Lodge page up to date with what's going on with our place. We do not send out a news letter.*

### **Guest Registration**

*We are required by law to collect the following information on all our guests. We do this by asking you to complete a registration form on arrival.*

*For commonwealth guests;*

- *Name and nationality*

*For non commonwealth guests;*

- *Name, nationality, passport number, address of next destination*

*We will keep these forms safely in a locked filing cabinet. We are required to keep these registration forms for a year and show them to a police officer if they request to see them. We will destroy these forms 12 months after your stay.*

## **Access to your information**

*You have the right to request a copy of the information we hold about you. If you would like a copy of this information please email us at enquiries@fairlightlodge.co.uk*

## **Cookies**

*Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.*

*You can set your browser not to accept cookies. See [www.aboutcookies.org](http://www.aboutcookies.org) for more information.*

# **WiFi Surveillance Cameras**

*We have 5 WiFi cameras on the outside of the B&B. One looks at the front door, the 2nd looks over the car par at the side of the main house and the 3rd looks out side door. The 4<sup>th</sup> looks over the back garden. And the 5<sup>th</sup> is in the hall and looks at the front door.*

*We use these cameras for the security of our property, ourselves, our guests and our guests.' property.*

*The data is recorded securely online and is only kept for 10 days.*

*The only people to have access to this data are B&B owners, James and Alastair. The data can be viewed in the kitchen and can be accessed via an app on our smartphones, both of which are password protected.*

# Terms and Conditions

## LOCATION

Fairlight Lodge is a victorian house in the of the centre of Kings Lynn. We are situated near to "the Walks" and are an 8 minute walk too the station and 10-15 minute walk to the shops. The house was originally constructed in 1872 and so there is no access for wheelchairs. There are a number of steps in the house and is suitable for a person with good or moderate mobility (there are 4 rooms on the ground floor). At Fairlight Lodge we have one single en-suite room, 3 twin en-suite room, 2 double en-suite rooms and one family rooms with a private bathroom.

Kings Lynn is a historic port on the River Great Ouse at the most southerly point of the Wash. An historic market town, with market days Tuesday and Saturdays (as are the towns two market places called) often referred to as Norfolk's second city. Kings Lynn has a Guildhall dating back to medi-eval times when Kings Lynn then Bishops Lynn was the main Hanseatic League port on the East Coast.

## Pre-Arrival

**To CONTACT Fairlight Lodge:**

- Telephone: 01553 762234 or 07981 058 370
- Email: [enquiries@fairlightlodge.co.uk](mailto:enquiries@fairlightlodge.co.uk)
- Website: [www.fairlightlodge.co.uk](http://www.fairlightlodge.co.uk)

## TRANSPORT

### By car

West Norfolk is accessible via the M11, A10 or A1 from the south via the A47 and A17 from the Midlands and the North.

### By Air

West Norfolk enjoys good links to both domestic and international locations. Norwich International is just over 1 hour drive. London Stansted Airport is approximately a 1.5 hours drive. London Heathrow, Gatwick and East Midlands airports are each around 2.5 hours drive.

Station: Vancouver Centre Kings Lynn is under a mile to Fairlight Lodge.

Bus Travel Office & Waiting Room :

Eastern Counties Vancouver Centre Tel: 01553 772343

Norfolk Green bus company - [www.norfolkgreen.co.uk](http://www.norfolkgreen.co.uk)

Public Transport timetable enquiries: 0845 3006116

Or Travel Web site at <http://www.travelineeastanglia.org.uk>

Railway Station: Blackfriars Road, Kings Lynn is under a mile to the Fairlight Lodge. An 8 minute walk across the park “the Walks”.

First Capital Connect operates services from London King’s Cross to Downham Market and King’s Lynn – hourly to King’s Lynn (half hourly at peak times) with average journey time 1 hr 40 mins. (East Midlands Trains offer connecting services from the Midlands and the North via Peterborough and Ely). At King’s Cross/London St Pancras Eurostar provides direct services to Paris and Brussels.

Booking Information: 0345 484950

For Information on Rail-link Coach operating between Kings Lynn & Peterborough Station Tel: Eastern Counties (First Bus) 01553 772343

By ferry

The nearest ferry port is Harwich (approx 2 hours drive). Stena Line operates car and passenger ferries to Hook of Holland. DFDS Seaways operates services to Esbjerg in Denmark. P&O Ferries links The Port of Hull (approx 2.5 hours drive) to Rotterdam and Zeebrugge.

### **Arrival & Car Parking Facilities**

- On arrival you will be greeted by James or Alastair. Check in is from 15.30 to 18.00 unless other arrangements have been made. We take payment upon arrival. And check out is 10.30am if you stay in the room longer we will assume you are staying another night and if the room is available we will charge for another night. We are unable to accept guest after 21.30 at night.
- For those guests arriving by car, we do have 5 off the street car parking spaces.
- At the front, side and rear of the house there are security lights.
- Alastair and James live on site so are available some of the time to deal with any queries or problems.

## **Main Entrance & Reception**

- The driveway is gravel and there is a path to the front door. There is a door bell outside the front door. To get to the reception desk from the front door you walk along a corridor and down a step, into the breakfast/dinning area. If we are not in the kitchen or our lounge we ask guest to ring the front door.
- There are additional keys available upon request.
- We take payment upon arrival.
- Upon arrival Alastair will ensure that all guests are familiar with the property and are happy with the use of all services. Near reception there is information on local attractions. Free maps are available from reception and are usually offered.

## **Public Areas - General (Internal)**

- The entrance hall on the ground floor gives access to the ground floor rooms 1, 5, 6 and 7 and the main staircase. The first floor has bedrooms 2, 3 and 4. There is a step down to the breakfast room and through to reception and a public telephone.
- Flooring - all stairs and bedrooms are carpeted

## **Public Areas - WC**

- Guest are able to sit in the breakfast room or in the garden. There are toilets available with rooms.

## **Restaurant / Dining Room, Bar & Lounges, Take Away & Cafe**

- The breakfast room seats 12 people. We have a wide choice on the breakfast menu. Breakfast is from 7.30 to 9.00 daily and 8.15 to 9.30 on weekends.
- Food Allergies and Intolerance : Before you order your food and drinks, please ask if you want to know about our ingredients.
- We ask that guest who have take away do not eat them in their rooms but use the breakfast room.
- There is free WiFi available in the rooms and breakfast room

- There is an iron available that can be set up for your use in the breakfast room.
- There is a large selection of restaurants in Kings Lynn 10-15 minutes walk across the park.
- At our reception desk there is information on local attractions and tourist information. Free maps are available from reception and are usually offered on arrival.

## **Laundry**

- There is no laundry and the nearest public launderette is Gaywood Road.

## **Shop**

- Not available. (A 5-10 minute walk)

## **Treatment room/s**

- Not available.

## **Leisure Facilities**

- Not available. (Lynn St James swimming Pool and gym is a 8 minute walk)

## **Outdoor Facilities**

- Guests may use the garden at the rear of the property in the summer and may also store their bikes there is a secure gated area. Bikes must always be locked and the Proprietors can accept no responsibility for the bikes. The garden can be accessed from reception or from the left side of the house.

## **Conference & Meeting Rooms, Banqueting, Clubs, Entertainment**

- Not available

## **Bedrooms**

- All bedrooms are individually decorated.
- All bedrooms are carpeted
- There are en-suite facilities in all rooms except the Family room No.3, which has a private bathroom with shower and bath along the corridor.
- Tea and coffee facilities are provided in all rooms.
- All rooms have a flat screen with Freeview digital television.
- All beds are made with duvets and pillows. Non allergenic pillows are available on request from reception. There is an extra blanket in each room. We provide a bath sheet, hand towel and face towel for each guest. All beds are made with freshly laundered cotton sheets and pillowcases.
- There is a wardrobe/hanging rail, chest of drawers in each room. A fold up desk is available on request.
- Some rooms have a soft chair.
- The Single room has a standard single bed and one bedside cabinet and lamp. The double rooms have a standard double bed with access from both sides and two bedside cabinets and lamps, the twin rooms have bed side cabinets and lamps, the family room has one double bed and one single beds and one temporary bed (for a small child)can be added, there are bedside cabinets and two lamps.
- There is an infomration folder in each room which provides further information about the house and details of emergency contacts including doctors and hospitals.

### **Bathroom, Shower-room & WC [Ensuite or Shared]**

- There are en-suite facilities in all rooms consisting of a shower, wc and wash basin (except the family room No.5 which consist of a bath a shower, wc and wash basin). Shower mats are available on request.
- There are shaving sockets and lights in all bathrooms and the flooring is non-slip linoleum.

**Self-Catering Kitchen** -Not applicable

**Caravans, Holiday Homes & Twin Units** -Not applicable.

**Touring Facilities (Holiday Parks)** -Not applicable.

**Boats - Narrow Boat, Cruiser & Hotel Boat -Not applicable.**

**Attractions (Displays, exhibits, rides etc.) -Not applicable.**

**Grounds and Gardens -Not applicable.**

## **Bookings**

- We take payment upon arrival UK Visa Delta, UI Electron, Visa Credit, Visa Comm CR/DE, International Visa Debit, Visa Premium Credit, UK VPAY, International VPAY, UK Mastercard Debit, UK Maestro, International Maestro, Mastercard Credit, MCard Comm CR/DR, Int Mastercard Debit, Mastercard Premium Credit, JCB. The alternative is cash.
- Bank Holiday weekends the minimum stay is 2 nights
- We have a 48 hour cancellation policy. We will try our hardest to re-let the room, but if we are unable we will need to charge for the nights booked.
- Any damage to fixture, fittings, bedding if we can not put right will need to be paid for.
- We have a no smoking policy in the buildings. A charge will need to be made if extra cleaning and airing is needed for the room, and it is out of use after your stay. Please use the ash tray located outside the back door in the table draw

## **Additional Information**

- There is an integrated fire alarm system and upon hearing the alarm all guests must immediately vacate the house via the nearest exit and assemble outside the side of the house and await further instruction. Please advise us on arrival if you have a hearing or vision impairment and may need additional help. There are instructions on the back of each bedroom door to advise of the fire drill procedure
- There is a fire extinguisher on the landing and in the Kitchen. There are also fire break glasses on each floor which should only be broken in the event of a fire

- We do not permit smoking in the house but you may smoke in the garden, please request an ashtray. Customers will be charged a fee if there is a smell of smoke in the room. The fire alarms are sensitive even when people have tried smoking out of windows.
- We are happy to cater for special diets or any particular likes or dislikes. Please advise us of any special requirements before arrival
- We are happy to refrigerate any medication. We can also refrigerate any perishables in our fridge for a limited period.
- Alastair and James live on site however if they are out and you need to contact them in an emergency please call 07981 058 370 at any time.

### Contact Information

- **Address:** Fairlight Lodge 79 Goodwins Road, Kings Lynn Norfolk PE30 5PE
- **Telephone:** 01553 762234      **Mobile:** 07981 058 370
- **Email:** enquiries@fairlightlodge.co.uk
- **Website:** www.fairlightlodge.co.uk
- Hours of operation: 24 hours a day, 7 days a week, shut 3 weeks of the year.
- Emergency numbers:07981 058 370
- Local public transport numbers:
  - Bus - Lynx -0845 3006116
  - Rail - 08457 48 49 50 [www.nationalrail.co.uk](http://www.nationalrail.co.uk)
  - Coach travel – [www.nationalexpress.com](http://www.nationalexpress.com)
  - Local accessible taxi numbers - 01553 776633 Connect Cars

We can email a list of places to see and restaurants. This information is also in the room guide.

We are continuously trying to improve guest stay.If you have any comments please tell us on your stayphone or email.