

# FAQS

We thought we'd put together some useful questions and helpful tips on how to make the most of your experience.

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**How do I book a private Chalet?**

**How do I pay my deposit?**

**Do I get a booking confirmation?**

**Is there a minimum spend?**

**How many people do your Chalets Hold?**

**How long can you stay in your Chalet?**

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**How long can you stay in your Chalet?**

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**Do you accept walk-ins?**

**What are your opening times?**

**Can I use my Lloyd's Lounge members card?**

**Is there any music?**

**Can I use my Lloyd's Lounge members card?**

**How do I leave my Chalet?**

**Are pets allowed in the chalets?**

**Covid-19 precautions**

**I came to one of your Chalets' last night & had the best time, what should I do?**

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## HOW DO I BOOK A PRIVATE CHALET?

Please visit our Online Booking system, all bookings must be made online.

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## HOW DO I PAY FOR MY DEPOSIT?

There is a £50 **non-refundable** deposit required to confirm your Chalet booking. Follow the link to our online booking system where upon placing your booking you can pay your £50 non-refundable deposit.

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## DO I GET A BOOKING CONFIRMATION?

Once you have made your booking and paid your deposit, you will receive a booking confirmation email.

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## IS THERE A MINIMUM SPEND?

Only in the evening. No minimum spend lunch times.

There is a guaranteed minimum spend for evening bookings Thursday-Saturday of £120.

Your prepaid deposit of £50 will be deducted from your final bill.

There will be no refunds if the required minimum spend is not reached.

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## HOW MANY PEOPLE DO YOUR CHALETS HOLD?

Our Chalets can be booked for a maximum of 6 people.

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## HOW LONG CAN YOU SPEND IN THE CHALET?

Each booking entitles you to 1 hour, 45 minutes in your private Chalets.

Your chalet must be vacated by the time stated on your booking confirmation.

All Chalets' must be vacated by 12pm.

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## ARRIVING LATE?

We hold your chalet up to a maximum of 15 minutes after the time of your booking. There after we reserve the right to release your Chalet. If you are late your vacation time is not extended.

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## HOW LONG CAN YOU SPEND IN THE CHALET?

Each booking entitles you to 1 hour, 45 minutes in your private Chalets.  
Your chalet must be vacated by the time stated on your booking confirmation.  
All Chalets' must be vacated by 12pm.

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## CAN WE STAY LONGER?

You may book more than one time slot and remain in your same chalet, providing this is prepaid & pre-booked in advance

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## CAN I PRE-ORDER FOOD & DRINKS?

If you wish to maximise your time in your chalet, you can pre-order your drinks and food, which will be served after your arrival. Please email [chill@lloydslounge.co.uk](mailto:chill@lloydslounge.co.uk) Food pre-orders are required 48 hours prior to the date of your booking.

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## WHAT HAPPENS IF I WANT TO BOOK MORE THAN ONE CHALET?

If there are more than six of you in a group, you can request to book the Chalet next to you if it is available.

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## IAM INTERESTED IN BOOKING A LARGE CHRISTMAS PARTY, CAN LLOYD'S CHALETS ACCOMMODATE US?

Yes we can, your welcome to book more than one Chalet & where possible for group bookings we shall designate your Chalets next to each another.

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## DO YOU ACCEPT WALK-INS?

Yes we do. However, your Chalets time will be up until the time of our next booking.

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## WHAT ARE YOUR OPENING TIMES?

Open 7 days a week, please visit our online booking system for time slots.

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## CAN I USE MY LLOYD'S LOUNGE MEMBERS CARD?

No, Lloyd's Lounge member's cards are not valid in the Chalets. No discounts are applicable within our Chalets.

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## ARE PET'S ALLOWED IN THE CHALETS?

No pets are allowed in any of our chalets.

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## IS THERE ANY MUSIC?

Each Chalet will have its own speaker to connect to and enjoy your own playlists. With the government Covid-19 guidelines there is a volume limit to obey by.

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## HOW DO I LEAVE MY CHALET?

All guests must have vacated their chalet by their designated time. Your chalet must be left in a reasonable condition, any damages or misuse will be charged for.

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## COVID-19 & HEALTH & SAFETY

Please observe our Covid-19 & Health & Safety guidelines which are displayed in each Chalet.

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## I CAME TO ONE OF YOUR CHALETS LAST NIGHT & HAD THE BEST TIME, WHAT SHOULD I DO?

A-M-A-Z-I-N-G! Show us your evidence please! Share your picture with us on Instagram, Tag Us (@Lloyd's Lounge) and we'll make sure there's a signature cocktail on us, on your next Chalet booking.