

FREQUENTLY ASKED QUESTIONS

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

HOW DO I BOOK A PRIVATE CHALET?

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

HOW DO I PAY MY DEPOSIT?

There is a £60 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 £60 non-refundable deposit.

DO I GET A BOOKING CONFIRMATION?

Once you have made your booking and paid your deposit, you will receive a booking confirmation along with your Chalet Reservation Pass.

IS THERE A MINIMUM SPEND?

Yes there is. There is a guaranteed minimum spend for lunch time bookings Monday-Friday of £90. There is a minimum spend of £90 per chalet for all other bookings.

HOW MANY PEOPLE DO YOUR CHALETS HOLD?

Our Chalets can be booked for a maximum of 6 people in line with Covid-19 Government guidelines.

HOW LONG CAN WE STAY IN YOUR 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 10pm.

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.

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

CAN I PRE-ORDER FOOD & DRINK?

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 Lloydschalets@lloydslounge.co.uk Food pre-orders are required 48 hours prior to the date of your booking.

WHAT HAPPENS IF WE WANT 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.

I AM INTERESTED IN BOOKING A LARGE CHRISTMAS PARTY?

Yes you can! You're welcome to book more than one Chalet & where possible for group bookings we will designate your Chalets next to each another.

DO YOU ACCEPT WALK-INS?

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

WHAT ARE YOUR OPENING TIMES?

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

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.

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.

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.

ARE PETS ALLOWED IN THE CHALETS?

No pets are not allowed in any of our chalets.

COVID-19 PRECAUTIONS

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

I CAME TO ONE OF YOUR CHALETS LAST NIGHT AND 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.