

Conditions of Booking

**Check in time is between
3pm and 7pm.
(see item 5 below)**

1. A non-refundable deposit of 25% of the total holiday cost is required. It is suggested that you take out holiday cancellation insurance.
2. To secure your booking, payment of your deposit is required within 14 days from the date of your deposit invoice. A booking is not confirmed until a deposit payment has been received.
3. Final invoice will be sent to you approximately 8 weeks before the start of your holiday and full payment is requested within 14 days of the invoice.
4. Our cancellation policy is as follows:
 - i. Less than two weeks notice -100% holiday cost is required
 - ii. 2-4 weeks notice- 50%
 - iii. More than 4 weeks- 25%
5. Accommodation is available between 3pm and 7.00pm on day of arrival. Prior agreement should be sought for late arrival. Your property should be vacated by 10 am on day of departure. Please advise us when booking if you would like to make alternative arrival and departure times.
6. Unfortunately we cannot accept bookings for groups under the age of 21's.
7. We operate a strict no smoking policy, with the exception of a designated smoking area.
8. Regrettably, no pets are allowed.
9. Regrettably we do not provide respite cover and we can take no responsibility for the safety of any of your party.
10. Your party may book one-hour per day exclusive use of our private swimming pool. Any extra availability can be discussed during your stay. This is not a play pool. Due to previous accidental damage, we must insist that no personal toys or inflatables are taken into the pool.
11. A welcome food and information pack will be provided on arrival.
12. All bed linen and bathroom towels are provided. Please provide your own swimming towels.
13. There will be an additional charge of £50 per property for additional changes of linen.
14. There will be an additional charge of £30 per stay for each extra bed required. This is limited to one bed per property and is only available for Andrews Lodge, Warrens Lodge & Sullivan's Lodge.
15. We expect any breakages or damages to be reported to us before departure. In the unlikely event of breakages or excessive cleaning occurring, we reserve the right to make additional charges as appropriate. This includes spoilage arising from incontinence issues or contamination of the swimming pool. Should this occur, we will inform you before any charges are made.
16. We reserve the right to refuse or (in exceptional circumstances) terminate a booking.