

# Terms and Conditions of booking

## The Holiday Contract

The following terms and conditions (the booking conditions) will apply to your booking. Limefitt Lodge Holidays arrange booking as owners of the property. The hiring contract is therefore between the hirer and the owner of the property for which the booking is made.

The contract will come into existence when Limefitt Lodge Holidays accept your completed booking confirmation form and deposit or balance payment by issuing written confirmation of your booking. The contract binds you, as the lead guest and all the members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms and conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss of booking

## Hirer's Obligation

*The hirer agrees:*

To permit the owners and their agents reasonable access to the property to carry out any urgent maintenance. Where possible prior arrangements will be made.

Not to sublet or share the property, except with persons nominated on the booking form.

The maximum number of persons allowed at the property is clearly stated, and must not be exceeded (Owners reserve the right to refuse entry to the property or to terminate the hire without notice and without refund in the event of a hirer breaching this condition).

Any problems you may encounter with the property must be reported as soon as possible and not left until the day of departure or returning home

Deposits - A deposit of £50 is payable at the time of booking. Bookings made less than 8 weeks before your arrival date must be accompanied by the full amount of the holiday charge.

Balance - The balance must be paid to arrive no later than 8 weeks before the commencement of your holiday. If the balance is not received by the due date then your holiday will be treated as a cancellation and your deposit will be forfeit. For security reasons, please do not send cash by post.

Damage Deposit - We do not take a damage deposit so please treat the facilities and accommodation with due care so that other guests may continue to enjoy them. However, in making a booking you accept responsibility for any damage caused by you or any member of your party (including pets) and agree to indemnify the owner for any loss that may incur as a result. This includes the loss of any keys. In the event of damage an invoice will be sent to the lead guest for immediate payment. Failure to compensate the owner for damage caused will result in court action. For the avoidance of doubt, by agreeing to these terms and conditions you undertake to inform Limefitt Lodge Holidays immediately if you notice any damage on arrival. Accommodation will be inspected at the end of the holiday and you may be charged for any damage found.

Payments - Can be made by bank transfer, cheque, PayPal, Debit, or Credit card.

Cancellations - If you cancel your holiday more than 8 weeks before it's due to start then your deposit will be refunded. If you cancel less than 8 weeks prior to the holiday then the full balance remains due and is not refundable. We will try and resell the dates and if this happens we will refund any payments less any costs incurred. Cancellations due to matters beyond our control or acts of God will not be accepted, where access is still possible to the Lodge. We strongly recommend you take out suitable holiday insurance. If you choose not to, then you accept responsibility for any loss that may occur due to your cancellation.

Electricity & Gas - This is included in the rental price; however, we reserve the right to make an additional charge if the usage exceeds what is the norm for the time of year and number in the party.

Linen - Bed linen a tea towel and towels, 1 hand towel and 1 bath towel per person are included in the rental price.

**Cleaning/Laundry** - This is included in the cost of your holiday. Should you wish to have the lodge cleaned during your stay this can be arranged at your own cost.

**Use of the Lodge** - The maximum number of guests allowed is clearly stated on the website and must not be exceeded. Only those people registered with us (i.e. listed on the booking form) can occupy the lodge. This is a legal requirement under both the Immigration (Hotel Records) Order 1972 (as amended) and our licence agreement with South Lakeland Parks. If this is not met, then your booking will be terminated and you will be asked to leave immediately, with no refund made. Furthermore, a charge of £100 per night per unregistered guest will become due.

**Changes to you booking** - After you have paid your deposit you may wish to change some elements of your holiday. We will try to meet your request, however a charge of £10 per alteration may be payable. Any changes must be made at least 8 weeks before the holiday is due and be confirmed to us in writing/by phone by the same person who made the booking.

**Arrival and Departure times** - On your day of arrival your accommodation is available from 4pm. Our cleaners do need time to do their job properly, so we ask that you should not arrive at the Lodge before they have finished. For us to prepare for our next guest we do ask that you vacate the Lodge by 10am on your day of departure. Earlier arrivals or later departures may be possible by prior arrangement.

**Late Arrivals** - Unless we are previously notified you must claim your accommodation by 8.00am on the day after your holiday was due to start, otherwise your booking will be treated as cancelled. Please note that the park gates are locked between 11.30pm and 7am.

**Smoking** - Is strictly forbidden inside the Lodge, although we do allow smoking on the decking. If the Lodge smells of smoking at the end of your stay you will be asked to pay a minimum £100 cleaning and deodorising fee and will be liable for any further costs and any consequential losses that we may incur if subsequent guests elect not to stay in the Lodge because of the smell.

**Disabled Guests** - We are sorry but our Lodge have steps and are not easily accessible by guests who need to use wheelchairs. We are happy to provide as much advice and information as possible to people with disabilities who wish to holiday with us. Please contact us for more information.

**Dogs** - A maximum of 2 dogs are allowed in the Lodge on the clear understanding that in no circumstances may they lie on the bedding or the chairs. Occasionally by arrangement we will accept more than two dogs if they are of small breed. A £15 cleaning fee will be charged if any dog hairs are found on the bed linen. Dogs must not be left unattended in the holiday home or elsewhere at any time. Please tidy up after your dog and use the bins provided in the Park. Where dogs are permitted, apart from the dog field, they must always be kept on a lead under the control of a responsible adult. Failure to comply with these requirements may result in curtailment of your holiday. Please bring your own towels to dry & clean your dog before entering the lodge, a cleaning charge will be made to cover the cost of stain removal. We reserve the right;

to require the owner of any dog to remove it from the Lodge if we consider it a nuisance or to be interfering with the general comfort of other guests at Limefitt.

We reserve the right to decline certain breeds of dogs and are unable to take bookings for the following breeds of dog: American Pit Bull, Japanese Tosa, Dogue Argentina, Fila Brasileiro or any other dog deemed to be dangerous by the Dangerous Dog Act.

**Badgers** - There are Badgers on the Park so please do not leave any dog food or rubbish on the decking overnight. The Badgers can damage decking to get to the food and if this happens a bill for the repair cost will be sent to the lead guest for prompt payment.

**Right of Entry** - The owner or their Agent reserve the right to enter the accommodation at any time under any circumstances or emergencies.

**Unreasonable Behaviour** - The Owner or their Agent reserve the right to terminate a holiday without compensation where the unreasonable behaviour of the persons named on the booking or their guests may impair the enjoyment, comfort, or health of other guests at Limefitt Park.

Special Discounts - If the price is already reduced then it is already discounted and no other discounts can apply.

Availability of Facilities - In some circumstances accommodation, entertainment or a facility may be temporarily withdrawn due to maintenance, renovation, adverse weather conditions or any other factor outside our control. We reserve the right to make such alterations as necessary in the above circumstances without prior notice and are unable to pay compensation for any inconvenience caused. Certain facilities at Limefitt Park are subject to additional cost.

Website Accuracy - We shall endeavour to ensure the availability of all amenities advertised on this website, or elsewhere. All information, pictures and descriptions published have been compiled from the most up to date and accurate information available at the time of compilation and are published in good faith.

Data protection Policy Statement - We will hold information provided by you to us about your booking. It will be used about your booking and for informing you about the Lodge.

Non-availability of Lodges - If for any reason beyond our control, a property becomes unavailable on the date booked, all rent paid in advance will be refunded in full where alternative accommodation cannot be offered. The hirer shall have no further claims against the owner. If, for reasons beyond our control, a property becomes uninhabitable during your stay for example, the heating fails and cannot be repaired within an appropriate period, we shall make every endeavour to offer suitable alternative accommodation if it is available. If none is available, we shall offer a refund of monies paid to us on a pro rata amount depending on the length of stay prior to departure.

Transfer - In exceptional circumstances, we will permit the hirer to transfer their booking at the same property, to a date in the future (subject to availability).

Limitations and Liability - No liability is accepted for any loss, damage, sickness, or injury, howsoever caused, which may be sustained, during the holiday to the hirer, or any member of the hirer's party or any invited person, or any car and its contents, or any possession of the hirer or any member of the hirer's party to guest unless this results from the negligence of the Agent or its employees acting during their employment. Compensation payments will not apply where we cannot fulfil our obligations due to unforeseeable circumstances such as natural disaster, adverse weather conditions, health risks and epidemics, fire, and other similar factors beyond our control.

We reserve the right to make changes without notice, and are not responsible for errors or omissions.

Cause for Complaint - If there is a complaint, it must be reported immediately to allow us, where possible, to redress the situation. It is too late to report a problem after your holiday and no compensation or redress will be allowed once a holiday has been completed. Whilst everything will be done within our power to attend to repairs to the lodges, furniture, or equipment during a stay no guarantees will be given. No refunds or compensation will be considered if any breakdown should occur unless the problem is not rectified within a reasonable time and will have impacted on a guests stay. Any compensation given will be proportionate to the issue arising and may take the form of a discount off a future stay. The maximum level of compensation for a cleaning related issue is £50.

Variation - We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.