

## OUR ACCOLADES



### 3 stars - Self Catering

our self-catering lodges and houses have earned 3 stars from the ETC in recognition of their quality.



### ETC Rose Award - Caravan Holiday Park -

the Rose Awards from the English Tourism Council highlight and promote selected high quality caravan parks that also provide a good proportion of first-class holiday homes for hire.



### David Bellamy Gold Award

- an innovative nature conservation scheme, jointly organised by David Bellamy and the British Holiday & Home Parks Association, which recognises projects where wildlife is encouraged to flourish.

## BOOKING AND HIRE CONDITIONS

- 1 **Arrival and Departure**  
Cottages and Lodges are available from 4 pm on the day of your arrival and must be vacated by 10 am on the day of your departure.
- 2 **Payment of Deposit**  
A deposit of £150 per week is required to be sent with the booking form in order to confirm your reservation. We will then send you a confirmation letter and a final invoice.
- 3 **Payment of Balance**  
The balance is due six weeks before the start of your holiday and this should be sent by the due date. We do not send reminders. When the balance has been received you will be sent details of where you should collect the key to the cottage or lodge and other practical information concerning your holiday.
- 4 **Cancellation**  
In the event of cancellation your deposit is returnable, less a charge of £50 for expenses incurred, provided we are notified forty-two days (6 weeks) before the start of your holiday. If you have taken out our cancellation cover you will be repaid in full subject to the cover conditions being met.
- 5 **Cancellation Cover**  
In the event of cancellation for any of the reasons stated below, we will refund your full deposit and/or full payment, subject to you having paid the premium of £25 per property per week. A Doctor's Certificate or other relevant documents will be required to support a claim.
  - i Death, accident, sickness of yourself, any person with whom you intend to travel or the spouse, child, parent, parent-in-law or close business associate of yourself or any person with whom you intend to travel.
  - ii The Police requesting your presence at home following a burglary at your home or place of business.
  - iii Jury Service, or witness summons or compulsory quarantine of yourself or any person with whom you intend to travel.
  - iv Your own home being rendered uninhabitable by explosion, fire, subsidence, malicious damage, storm or flood.
- 6 **Occupancy**  
Under no circumstances may the number of people using the Holiday Cottage or Lodge exceed the maximum number stated for each property. The benefit of the hire is personal to the hirer. No one other than the hirer and his family shall occupy the property. The hire of the property is for holiday purposes only and not as a dwelling.
- 7 **Cleanliness – Breakages and Damage**  
The Cottages and Lodges should be left in a clean condition. Should any damage or breakage occur during your stay, you will be held responsible and must make good. To assist in maintaining the high standards of our properties, please report all breakages or damage on or before your departure.
- 8 **Linen and Towels**  
Sheets, pillow cases, personal towels and tea towels are included in the holiday hire charge. Each bed is provided with a duvet and cover.
- 9 **Cots and High Chairs**  
We shall be pleased to supply a cot and/or high chair in the property, providing they are booked in advance. We are unable to provide any bedding for the cots.
- 10 **Pets**  
We do accept pets in our properties. Please indicate on the Booking Form whether you are bringing a cat or a dog and how many. You will be charged for any damage or fouling to the carpets or furnishings.
- 11 **Telephones**  
Each property has a payphone and will accept incoming calls.
- 12 **Personal Belongings**  
Baggage and personal belongings are at the hirer's risk at all times. No responsibility can be accepted for loss or damage to any car or its contents.
- 13 **General**  
Please bring with you tablecloths and bedding for cots. You will find in each property salt, pepper and washing up liquid.