

Conditions of Booking – High Borrans Lodges

Updated: July 2015

1. RESPONSIBILITIES OF TENANTS

1.1 Tenants must take good care of their lodge, keep it clean throughout their holiday and leave it clean and tidy on leaving. This particularly includes making every effort to clean up dog hairs and muddy paw prints.

1.2 Each lodge is designed and equipped for a couple sharing a double bed. It is not possible to accommodate additional people, including small children and babies.

2. HOLIDAY START AND FINISH TIMES

2.1 The properties are let for weeks or weekends from Friday afternoons, or from Monday or Tuesday afternoons for mid-week breaks, unless other arrangements have been made.

2.2 In order that the lodges can be cleaned properly between lets, they must be vacated by 10.00 am on the day of departure. Lodges will be available for incoming guests from 3.00 pm on arrival day.

3. PAYMENT ARRANGEMENTS

3.1 For all bookings, the completed booking form(s) plus required deposits must reach the agents within four days of the telephone/e-mail reservation in order to secure the required dates.

3.2 The balance of the rent due must be received a minimum of six weeks before the holiday start date. Failure to do this means that the lodge is available to be re-let.

3.3 If booking less than six weeks ahead, the full amount of the rent is immediately due, and must be paid within four days, as above, in order to secure the required week.

3.4 All short break bookings of **two nights must be paid in full** at the time of booking.

4. CANCELLATIONS

4.1 If you have to cancel your booking for **ANY** reason, please note that payments are not returnable unless the lodge is re-let for the same period. If this is likely to be an issue, we strongly recommend taking out your own holiday cancellation insurance.

4.2 In the unlikely event of the owner having to cancel a booking for a particular period, we will try to offer you a suitable alternative. If this is not possible, any monies paid will be refunded in full.

5. PETS

Dogs are accepted (maximum two per lodge), at the owners' discretion and provided that the following specific conditions are observed:

5.1 All dogs must be **FULLY HOUSE-TRAINED**; if there is any doubt, dogs must be kept in a dog cage when inside the lodge

5.2 Dogs must not be allowed to sit on, chew or scratch the furniture

5.3 Dogs must not be allowed to foul in the vicinity of the lodges, and must be exercised along the bridlepath, away from all the buildings

5.4 Dogs must not be allowed to roam free unsupervised, it being a working livestock farm

5.5 Dogs must not be left unattended AT ANY TIME in the property

5.6 Dogs must be kept on leads when walking through or near livestock

5.7 We are unable to accommodate cats or other pets in the lodges.

6. BREAKAGES, DAMAGE AND LOSS

6.1 Any breakages, loss or damage to the property must be advised immediately to the owners, and paid for.

6.2 If any damage should result in an insurance claim being made by the owners, the tenants may be held liable to pay any excess, or to pay in full should the amount be less than the excess.

6.3 We cannot accept responsibility for any lost property left behind at the end of a stay. We will make reasonable efforts to return lost property only on receipt of full payment for the registered post involved.

7. LIABILITY

No liability is accepted in respect of any loss, damage, sickness or injury to the clients, baggage, car or contents, howsoever caused, which may be sustained during their stay.

8. COMPLAINTS

If during your stay you feel that there are any deficiencies or faults which require urgent attention in the lodge, you must advise the owner immediately so that appropriate action may be taken. No complaints will be considered after your holiday, unless they were raised when they occurred.

9. ACCESS

The owners and their agents must be allowed access to the lodge at any reasonable time for essential maintenance and inspections. Where possible, prior arrangements will be made.

10. RUBBISH DISPOSAL

There is a recycling scheme in operation for household rubbish, and details of where to put waste items will be available in each lodge.

11. SMOKING

SMOKING IS NOT ALLOWED ANYWHERE IN ANY LODGE

12. BARBECUES

Tenants must not have barbecues on the wooden decks of their lodge (high fire risk). An adjacent space is available for barbecues.