

## TERMS & CONDITIONS

These are set out & apply to all members of the party on whose behalf the booking is made & govern your contract with Lakeview Manor Ltd

### Booking

A booking is accepted once you receive confirmation from Lakeview Manor. If the details are incorrect you must contact the reception straight away. A booking does not exist until you receive a confirmation.

### Deposit & Balance

A deposit of **25%** of the balance is required on booking and is non-refundable in the event of cancellation. The balance must be paid a **clear 6 weeks** prior to arrival. We reserve the right to cancel your holiday if full settlement has not been made within this time. Balance reminders may be sent.

### Arrivals & Departures

Your accommodation will **normally** be available from **4.00pm**. If you anticipate arriving after 5pm please let us know to arrange key collection. Please be aware that there are other guests in the hotel and your consideration & co-operation is appreciated. All late arrivals should show consideration to others. Unless you notify us we will assume that if your holiday home is unclaimed by noon the day following your start date the booking will be treated as cancelled. Departure time is **10.00am** to allow us time to get the lodge ready for the next occupant. Whilst every lodge is cleaned on departure we do expect a reasonable level of tidiness, crockery, etc washed up & put away, toilets cleaned and **all rubbish removed to the wheelie bins in the refuse area on departure**. In extreme cases of untidiness a cleaning charge will be applied.

### Guests

Holidays at Lakeview Lodges are designed for families and couples who enjoy peace & quiet and we reserve the right not to accept bookings from all male/all female groups or mixed young parties under 25. We may apply discretion in certain circumstances if so requested. We reserve the right to refuse or terminate any booking where we consider the enjoyment of our guests may be at risk.

### Cancellation

We offer a "Holiday Cancellation Scheme" at Lakeview Manor Lodes, which we encourage all our guests to take advantage of. Please note that no refunds of any kind, for whatever reason, can be entertained for those who do not choose to take advantage of these arrangements. If you join the scheme at the cost of £10 per week or short break, which must be paid with the deposit you will not be required to pay the balance, or if already paid, will have it refunded, if you are forced to cancel due to circumstances such as redundancy, jury service, accident, injury, illness or death. You would be required to give as much notice as possible, and provide the appropriate authoritative document to support your reason for cancellation, ie doctors note, death certificate, redundancy notice or jurors letter. We must receive all cancellations in writing & the decision of Pinewood on all claims will be final.

Period before scheduled arrival date within which written cancellation notification is received.	Refund as a % of total costs (excluding cancellation scheme & deposit which are non-refundable)
More than 42 days	100%
36 – 42 days	50%
29 – 35 days	40%
22 – 28 days	30%
15 – 21 days	20%
14 days or under	Nil

### Facilities

Modifications and improvements to accommodation & hotel facilities are being carried out continuously which may result in changes in the facilities shown in the brochure/website. The company shall not be liable in respect of their non-availability or otherwise due to circumstances beyond their control. Whilst we make every effort to ensure availability of all facilities we reserve the right to alter or close certain facilities without prior notice.

### Bed linen & Towels

All beds will be made up on arrival; however **we do not provide towels**.

### Cots & Highchairs

We do have cots & highchairs available at an extra cost; please book in advance where possible as we have limited numbers of each available.

### Pets

We do not accept pets in any of our letting lodges under any circumstances.

### Lost Property

Please ensure you take all your belongings home with you; a charge is made for returning lost property which must be paid prior to postage. Lost property is only kept for a short period.

### Non-smoking

All our accommodation and public areas are non-smoking

### Unacceptable behaviour

We reserve the right to terminate a holiday without refund or compensation where unreasonable, anti-social behaviour or damage to property caused by any member of the party impairs the enjoyment or comfort of other guests.

### Number of persons in party

It is a condition of your booking contract that the total number of persons in your party does not exceed the capacity of the lodge booked – refer to the brochure/website.

### Website/brochure accuracy

Whilst care is taken to ensure the information is accurate, photographs are intended for guidance only.

**Complaints**

Every effort is made to ensure your holiday runs smoothly. Should you experience any problems during your stay you must notify us immediately. If you do not bring to our attention the nature of your complaint, we may not be able to deal positively at a later date.