



**GREAT MITTON - RIBBLE VALLEY**

Company: Bowland Retreat Lodges  
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Before booking with us, please read through these booking conditions carefully and if you have any questions, please contact us first. Once we have confirmed your booking there will be a legally binding contract between the property owners, Bowland Retreat Lodges Ltd and you the holidaymaker. This contract will be subject to these booking conditions. The property owner is also referred to as "we" and "us". The holidaymaker is the person who makes the booking and online payment, this person must be a minimum of 18 years old. This person is responsible for ensuring all members of the holiday party accept and adhere to these terms and conditions. The holidaymaker is also referred to as "you".

### BOOKINGS

To book your stay 25% of the total is required. The booking only becomes confirmed once payment has been received. Until the booking is confirmed, it can be cancelled at any time without prior notice. The balance plus security deposit and any added extras are required 6 weeks prior to arrival date. If you book within 6 weeks of your arrival date you will be required to pay in full at the time of booking. If we have not received the outstanding balance, then we reserve the right to cancel the booking. You will not be allowed to enter the site or lodge until you have paid any outstanding payments. As changes and mistakes can happen, you must check all details at the time of booking. Booking amendments are subject to a £15 admin fee. Whilst every care is taken to provide a true and accurate description of the lodges, over time, alterations are made and some things do change. The holidaymaker accepts that no refunds are available for such discrepancies.

**Damages & Breakages** You are responsible for and agree to reimburse us for all costs incurred by us for all damage or breakages or loss caused by you and/or members of your party and/or any other persons invited into the holiday let by you, to the property or its contents, including without limitation the costs of replacement, repair or extra cleaning, on demand. You should inform us of any breakages as soon as possible so that we can take steps to replace them. If you lose a key we will replace it upon you paying for the cutting of a new one. Your **SECURITY BOND** will be refunded 5-10 days from your departure minus any deductions taken, as necessary. Where damage and or breakage / replacement cost is greater than the security bond, you are liable for any additional costs incurred to rectify this.

### RIGHT OF ENTRY

We shall be allowed the right of entry to all properties on site at all reasonable times for purposes of inspection or to carry out any necessary repairs or maintenance.

### PRICING

We keep prices under constant review and the prices of unsold products and services may be increased or reduced at any time. We may also correct mistakes in the pricing of unsold products and services at any time. We will confirm the price of your booking when you make it.

### ARRIVAL & DEPARTURE

Every effort will be made to have the property available from 16:00 on the day of arrival. The property must be vacated by 10:00 on the day of departure. Late departure will result in an additional charge being made. Information about keys and how to collect them will be provided once full payment has been received.

We request all accommodation to be left clean and tidy on your departure. In the event your accommodation is not left in a clean and tidy condition, we reserve the right to charge an additional late departure and cleaning charge. If the cost of repair, replacement or additional cleaning is greater than any security deposit taken, you will be required to pay the excess. We will inform you of any charges made under this policy.

### CANCELLATION

Cancellation by the holidaymaker: If you cancel your booking **6 weeks or more before your arrival date**, we will attempt to re-let the lodge. If successful, a refund of your deposit will be issued minus a £50 admin fee. If we are unable to fill your cancelled booking, then you will not be entitled to a refund of your **deposit**. If you cancel your booking **within 6 weeks of your arrival date, monies paid are non-refundable**. We strongly recommend you take out holiday cancellation insurance.

Cancellation by the Property Owner: We will endeavour to make sure the booked lodge is available for the dates contracted. In the unlikely event (through circumstances out of our control) that the booked lodge becomes unavailable and we are forced to cancel the booking, we will endeavour to find the holidaymaker suitable alternative accommodation. If alternative accommodation cannot be found, the holidaymaker shall be entitled to a full refund. The property owner shall only be liable to return the monies received. No compensation or consequential losses shall be paid.

### CARE OF THE PROPERTY AND BEHAVIOUR STANDARDS

Please take the time to read the Visitor Folder at the start of your holiday as it contains important and useful information about your stay.

You are responsible for the holiday let and are expected to take all reasonable care of its furniture, fixtures fittings and interiors. You must leave the holiday let in the same state of repair, and in the same clean and tidy condition at the end of the rental period as at the beginning.

- You must not act in a way that is likely to impair the enjoyment, comfort or health of other guests, residents, neighbours or members of staff.
- **NO ANTISOCIAL BEHAVIOUR.** You must not use the holiday let for any dangerous, offensive, noxious, noisy, immoral activities or carry on there any act that may be a nuisance or annoyance to the owner or other neighbouring properties.
- We operate a strictly **NO SMOKING** Policy in all properties.
- No Parking on the grass
- No BBQ's.
- No pets.

**A full list of site rules is available in your lodge and must be followed at all times.**

### HOT TUB USE

As part of your stay you must adhere to [hot tub policy and disclaimer](#) (supplied in your lodge). This detail rules of use to keep guests safe and maintain a safe hot tub environment.

The property owner is entitled to ask the holidaymaker to leave the property without any refund if, in the property owner's opinion, the behaviour of the holidaymaker and/or his/her party is unacceptable. The property owner reserves the right to refuse entry to anyone, who in the property owner's opinion is

not suitable to or capable of taking charge of the property. The property owner reserves the right to ask the holidaymaker and their party to leave the property, without refund, should the behaviour of the holidaymaker and/or their party be considered by the property owner to be unreasonable.

#### **RUBBISH**

We politely ask that all bins are emptied, and rubbish is removed and disposed of in or our designated bin and recycling area at the top of the site.

#### **NO. OF GUESTS & GROUPS**

The maximum number of people entitled to stay at this property is specified at time of booking. You must not exceed the number of occupants in the holiday let. If it is found that more people than agreed are using the property, this will be considered a breach of contract. Sub-letting or assignment of the let is prohibited. The accommodation we provide is with families and couples in mind - and there may be restrictions on group bookings, including stag and hen parties and those with party members under the age of 21. Day visitors requesting to visit guests staying with us will be refused access unless pre-authorised with us.

#### **LIABILITY**

The property owner takes no responsibility for the personal possessions of the holidaymaker or the holidaymaker's party. Vehicles and possessions are left entirely at the risk of the holidaymaker. You must take all necessary steps to safeguard yourselves, property and belongings.

#### **SITE SAFETY**

For your security and safety we ask that you must lock all doors on leaving the property and overnight.

Children must be supervised at all times, especially near to roads. **YOU MUST NOT UNDER ANY CIRCUMSTANCES LEAVE CHILDREN ON THEIR OWN IN THE HOLIDAY LET.** Please be aware that some areas of the site contain natural features such as uneven surfaces, rabbit holes, branches, twigs, etc. Please note lighting is not provided in all areas. The property owner reserves the right to enter the property, at a reasonable time, in the event of an emergency or remedial repair work being required.

#### **WIFI**

As part of your booking, we provide access to our onsite Wi-Fi. You may use this Wi-Fi for things like browsing the internet and streaming services such as Netflix, but you are not allowed to download illegal content or otherwise access illegal content. You agree not to use the Wi-Fi for any illegal or immoral purposes.

Please be aware that the Wi-Fi is provided as a courtesy. It is rural broadband and therefore has limitations that are outside of our control. We give no guarantees either to the availability or reliability of the Wi-Fi and if for any reason the Wi-Fi is not operational during your rental period then this will not give you a right to ask us for a refund or compensation.

#### **COMPLAINTS**

Every endeavour is made to ensure your stay with us is memorable for all the right reasons. However, we do recognise that from time to time things do go wrong. In these circumstances, it is the responsibility of the holidaymaker to make any such problem known to the property owner (or their representative) immediately it becomes apparent, thereby giving the property owner the opportunity to correct the situation. Unless this procedure is followed, no subsequent claim will be entertained. The property owner will make every endeavour to rectify any identified problems as soon as is reasonably possible.

#### **GOVERNMENT RESTRICTIONS**

In light of recent global pandemic - We prefer that you postpone your booking but will always allow you to cancel where the law gives you the right to do so.

Either of us has the right to cancel your holiday, or any unused days if the Government guidance means that you should not visit or stay with us, even if the law allows you to do so. If your holiday has not started, then we will refund your booking minus deposit. If your holiday has started, then we will refund in full any days unused when we cancel. If you elect to move your booking with a different rate, we will need to charge you the new rate which may be higher or lower depending on the season.

#### **PRIVACY**

We will use your data only for the purposes of processing your booking and we will not use your data for any other reason without your express written consent. We agree to comply with all relevant data protection legislation, and we will not sell your personal data to a third party. Please see our 'Privacy Policy' in full for further details.



Bonland Retreat Lodges