

Terms and Conditions for Easthorpe Lodge (aka The Lodge)

Thank you for choosing to book with Easthorpe Lodge; we look forward to welcoming you. When you make this booking you are entering a binding agreement with us. Please read our terms and conditions below:

Prices: The price of the accommodation includes the following:
Electricity, Bed Linen, Towels, T-towels, Cleaning, Hot water and Central heating.

We reserve the right to increase or decrease the prices of accommodation at any time. The price of your stay will be confirmed by us at the time of booking.

Confirmation of Booking: Bookings are considered firm when Easthorpe Lodge receives a completed booking form (this will be sent to you once availability is confirmed) and a 'deposit' of one third of the total cost of hire, or if booked within eight weeks of the start of hire, for the total amount in its entirety.

Payment must be received within 7 days of receipt of the booking form from Easthorpe Lodge. On receipt of your completed booking form and cleared payment we will send you a letter or email to confirm the booking as firm.

The 'remaining balance' of the cost of your stay must be received by us not less than 8 weeks prior to your arrival date. This date will be shown on the booking form sent to you. If you have not paid in full and on time we reserve the right to treat your booking as cancelled by you. In this case the cancellation charges set out below apply.

We accept payment by cheque, BACS, credit or debit card. We reserve the right at our sole discretion, to refuse or revoke any bookings from parties deemed to be unsuitable.

Non-availability of Accommodation: We would only cancel your holiday if your accommodation was unavailable for reasons beyond our control. In this case we would refund all monies paid by you for the holiday. Our liability would not extend beyond this refund.

If, for any reason, a booking is not accepted, the 'deposit' paid will be returned immediately. If accepted, the hirer becomes liable for the full balance of charges, due to be paid eight weeks before the start of the hire.

Cancellation, Changes and Insurance: Once you have booked your holiday, our agreement is a legal contract and your 'deposit' is non-refundable. Cancellation must be notified in writing by post or email, and will only be effective when it is received by us in writing.

If the cancellation occurs inside the last eight week period, you are still liable for the full balance of the rental. However, if we do succeed in re-letting the cottage, we may refund to you the 'remaining balance', less any sums expended in the re-letting process. Should you wish to make changes to your confirmed booking, you must notify us by email or post as soon as possible. Whilst we will endeavour to assist, we cannot guarantee we will be able to meet any such requests. Please note that your 'deposit' is not refundable under any circumstances.

Due to the non-refundable nature of the 'deposit' we strongly recommend that you take out cancellation insurance, which is inexpensive and can be obtained from any good broker. It is your responsibility to check that the insurance that you purchase is adequate for your needs.

Occupancy & use of cottage: Unless the hirer receives written agreement from Easthorpe Lodge, the maximum number of people occupying Easthorpe Lodge must not exceed that shown on the website and in each case must be no greater than the number shown on the booking form. All guests' names must be notified to us before arrival. Any changes either before or during the let must be notified immediately. Easthorpe Lodge reserves the right to refuse admittance and may terminate the booking at any time after arrival if this condition is not observed, since such action shall be deemed in breach of contract.

The cottage is provided only for the benefit of you, and the members of your holiday group, for the purposes of a holiday and not for any other persons or purposes.

We (or our representatives) reserve the right to enter the property at any reasonable time during the period of your holiday and in the case of emergency, maintenance or repair.

Pets: We do not accept pets in the cottage or garden.

Smoking: Easthorpe Lodge does not permit smoking on any part of the premises.

Arrival: Your accommodation will be available to you from 4pm on the day of arrival, unless otherwise arranged. Please telephone or email if you have a special request regarding the arrival time. Please do not arrive earlier than agreed – we may still be busy preparing your accommodation.

Departure: Please be ready to leave the accommodation by 10a.m. on the day of departure, unless otherwise arranged. It is a condition of hire that the property and its contents are left in a clean and tidy condition. You will be held responsible for the condition of the property, which includes the garden and the entire contents of

the cottage during the period of hire. We reserve the right to levy an additional charge for any extra cleaning required after your occupancy.

Damages and Breakages: Please take care with our property. You are responsible and liable for any breakages or damages that you cause to the accommodation or its contents. Please report these as soon as they occur. We do not normally charge for minor breakages, but we may send you an invoice for repair or making good if the damage or breakage is significant, and we may make an additional charge if you did not report this.

Liability: We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, however caused, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment. NB: Use of the barbeque is entirely at guests' own risk. No responsibility will be taken by Easthorpe Lodge for any eventuality resulting from use of the barbeque, including any and all damage to Easthorpe Lodge, which must be paid for.

Car Parking: There is space for two cars on-site. Cars are parked at your own risk. We do not accept responsibility for any loss of or theft from a vehicle however it is caused.

Guests with disabilities: If you or any member of your party has a disability, please discuss any special requirements with us before booking.

Data: Any data collected during the course of this booking may be kept on computer. It is purely for the purpose of processing your holiday rental and for collation of marketing statistics. It is for use by Easthorpe Lodge and we will not share your details with any third party.

We look forward to welcoming you to Easthorpe Lodge.

Cottages Direct: Bookings made via 'Cottages Direct' shall adhere to the Terms and Conditions of 'Cottages Direct' and not the Terms and conditions of Easthorpe Lodge.

August 2009