

TERMS AND CONDITIONS FOR SPRINGBANK LODGES

- **PAYMENT:** For all bookings we require a £50 deposit. The balance is due at least 6 weeks before the start of your holiday. For holidays which are to take place within 6 weeks of making the booking, the full balance is due.
- The price of the accommodation includes all towels and linen and the first £20 of electricity.
- **PETS:** Pets are not permitted apart from service dogs
- **NO SMOKING:** because of the danger to our animals we don't allow smoking on the farm or in the lodges. Thank you for respecting this.
- **CANCELLATION AND INSURANCE:** Once you have booked your holiday, our agreement is a legal contract and your deposit is non-refundable. If for whatever reason you cancel your holiday within 6 weeks of the start date, we will try and re-let the property. If we can we will refund your balance. Please note that your deposit is not refundable. For this reason we strongly recommend that you take out cancellation insurance.
- **NON-AVAILABILITY OF ACCOMMODATION:** We would only cancel your holiday if your accommodation was unavailable for reasons beyond our control. We would attempt to offer you alternative accommodation, however if that was not possible, or acceptable to you, then we would refund all monies paid by you for your holiday. Our liability would not extend beyond this refund.
- **ARRIVAL:** Your accommodation will be available to you from 3.30pm on the day of arrival, unless otherwise arranged.
- **DEPARTURE:** Please be ready to leave the accommodation by 11am on the day of departure, unless otherwise arranged. Please try to leave the accommodation as clean as possible.
- **DAMAGES AND BREAKAGES:** You are responsible and liable for any breakages or damages which 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.
- **LIABILITY:** We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees.
- **DATA:** Any data collected during the course of this booking may be kept on computer

We look forward to welcoming you to Springbank Lodges.