

# Windermere Holiday Lodge

## Grasmere 1 – White Cross Bay

### Booking Form

Name of Hirer		Age (on arrival)
1		

Address:	
Postcode:	Daytime Tel:
Email:	

Names of other members of the party		Age (on arrival)
2		
3		
4		
5		
6		

Number of dogs (maximum 2) and breed			
1		2	

Arrival and departure dates			
Arrival (after 4pm)		Departure (before 10am)	
Day_____	Month_____	Year_____	
Day_____	Month_____	Year_____	

<b>Cost of holiday</b>	£	Total payable if booking within 8 weeks of start of holiday
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<b>Booking Deposit</b>	£	£100 (or 25% if greater) of the total cost of your holiday. Balance to reach us 8 weeks prior to start of holiday.
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<b>Good Housekeeping Deposit</b>	£100	Required as a separate payment (returnable - see reverse)
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**Please make all cheques payable to 'Mrs C L Jackson'**

Declaration
The lead booking name (1) above signs on behalf of his/her party and accepts the terms and conditions of reservation (see reverse).
Signed:_____ Date:_____

Any queries, please contact us on Tel: **07811 510494**

# Windermere Holiday Lodge

## Grasmere 1 – White Cross Bay

### TERMS AND CONDITIONS

#### Bookings

This holiday contract will be made between you and ourselves once we have accepted your booking, deposit payment and provided you with a booking confirmation number. A deposit of £100 (or 25% if greater) of the total cost of the booking is to be paid when the booking is made. The balance to reach us 8 weeks prior to the start of your holiday. If you book within 8 weeks of the start of your holiday, the whole of the rent is required as a condition of the booking. If we do not receive your balance by that date we may presume you have cancelled your booking and will seek to re let the property.

#### Good housekeeping Deposit

You must agree to take good care of our Lodge and leave it as clean and tidy as found upon entry of the property. This is the main condition of the acceptance of any booking. All guests are expected to treat the Lodge and site with care. Please report any breakages or faults during the course of the stay so that we can ensure continual smooth running of your stay and for future guests. Our Lodge is looked after and maintained locally, so we should be able to help resolve any issue that may arise promptly. Our Lodge will also be inspected at the end of your stay and any loss, damage or extra cleaning may be charged for. A "Good housekeeping" deposit is required as a separate payment of £100 from which we reserve the right to deduct the cost of any missing inventory items, damage, breakages or additional cleaning. The deposit will be returned a few days after departure, upon inspection within the property. This will be posted to you. Up to now we have never had to resort to using the deposit monies and hope you will take care of our Lodge.

#### Cancellations

If you need to cancel your holiday you should notify us as soon as possible, initially by phone or e-mail, quoting your confirmation number. Cancellations received 8 weeks prior to the commencement of your holiday, the deposit will be lost if we are unsuccessful in re-letting the days booked. However, if we are successful in re-letting we will return your deposit less an administration fee of £50. Cancellations received 8 weeks or less before the commencement of your holiday will be subject to the full cost of the holiday. However, we will again try to re-let your booking and should we be successful all monies for the days we re-let will be returned less an administration fee of £50.

#### Cancellation by ourselves

In the unlikely event that your holiday accommodation becomes unavailable due to reasons beyond our control we will repay all monies in full and we shall not be under any other liability. If the lodge cannot be made available for the holiday period or any part because of circumstances beyond our control, we will refund the cost of the Lodge or an appropriate proportion but will not be liable for more than the amount you paid for the hire of the Lodge.

#### Booking Transfers

Bookings are accepted only for the party named and are not transferable. The person making the booking agrees to accept the lodge/park rules and booking conditions on behalf of all members of the party.

#### Occupancy and departure

The property is offered only on the understanding that no more than 6 people use it. If you should wish for an extra person to stay which exceeds the number of beds available, please contact us. We reserve the right to refuse or curtail any booking which does not meet this requirement by numbers in the party except with our written permission. Occupancy is from 3pm. In order that the Lodge can be prepared for future guests the lodge must be vacated by 10am promptly on the morning of departure.

#### Single Sex Groups

White Cross Bay Holiday Park is intended for family and adult holidays only. Single sex groups are not accepted unless arranged and agreed when booking.

#### Unreasonable Behaviour

We reserve the right to terminate a holiday without compensation, where unreasonable or anti-social behaviour by those persons named on the booking or their guests impair the enjoyment, comfort or health of other guests. This is a rule of White Cross Bay Holiday Park.

#### Liability

We accept no responsibility for any accident or injury to, or illness of, any guest or any other person whilst staying at our Lodge or on the site, nor will we accept any responsibility for any loss or damage to your personal property or belongings, including vehicles. No liability is accepted in respect of loss or damage to the client or any member of the party, their baggage, car or contents resulting from riot, war, strikes, adverse weather conditions, or sickness or injury or for loss or damage by a third party.

#### Access

The property owners, their representative or Agent shall be allowed access to the holiday accommodation at any reasonable time for essential maintenance. Whenever possible this would be by prior arrangement and we would attempt minimum disruption to yourselves. We also reserve the right of access to our Lodge at any time under circumstances of emergency

#### Pets welcome subject to prior arrangement

White Cross Bay and the Lake District is a fantastic place to walk and enjoy the company of your furry friend but there are some points to bear in mind which makes life more pleasant for you, your dog, our future guests and animals. Therefore, Pets are welcome only by prior permission and we must be assured that:

- At the time of booking, guests have stated the type and breed of dog/s you intend to bring on holiday.
- Never leave your dogs unattended in the property, guests will be held responsible for any damage caused by their pets and for any extra cleaning required
- You are expected to keep your dogs under control at all time, worrying sheep and cattle is very dangerous and a prosecutable offence. Dogs must be kept on a lead and under control on and around the Park including between the car and lodge
- Please bring your dogs' own bed, and encourage them to use it as animals are not allowed on any of the furniture or beds. This is for a number of reasons, not least, to enable us to provide a hair free environment for anyone that prefers not to holiday with animals.
- The property is thoroughly vacuumed regularly to remove all pet hairs for future guests who may be allergic.
- In the interests of children and other guests we ask for all fouling to be appropriately removed please. Specialist bins (coloured red) are provided throughout the Park so please bag it and bin it.
- Please clean and dry your dog thoroughly before entering the lodge, we do our best to provide a very clean and high quality standard of accommodation for you to enjoy and have an outside tap and hose for cleaning your dog (and boots).
- Please be advised that dogs are not allowed in the communal/playing areas, restaurant, bar or leisure centre. When you exercise your pet it must be on a lead and in the charge of an adult. Dogs that are specified in the Dangerous Dogs Act are not permitted on the Park. This includes all breeds of Pit Bulls, Rottweiler, Japanese Tosa, Dogue Argentino, Fila Brasileiro. We also regret that we are unable to accept puppies under 6 months old, non housetrained or incontinent dogs/cats.
- While it is very rare that we refuse a booking, we reserve the right to do so should the dog/s not be approved.

#### Smoking

For Health and safety reasons smoking is not permitted in our Lodge or public areas on the Park. For the comfort of our non-smoking guests, we request that cigarette butts are disposed of considerately and are not discarded around the lodge or within plant containers.

#### Parking and Access to the Lodge

Private parking is available at the side of our lodge for two cars and a boat. Access to the lodge is via 3 steps and not suitable for wheelchair access.

#### Electrical Equipment

For your safety and the safety of others, only electrical equipment supplied in the Lodge is to be used which has been electrical tested for your added safety.

#### Park Rules

Guests should familiarise themselves with the Park Rules, a copy of which is available in the Lodge

#### Park Facilities

Temporary membership to the Leisure facilities is an optional extra and is payable at reception. If you want to use the swimming pool/gym facility you must bring your own towels.

#### Information

Whilst every effort is made to ensure the accuracy of information given either orally or written and all representations are made in good faith, no such representation will create any liability on the part of the owners.

**We appreciate that the need for these conditions are somewhat formal, however, they are necessary to ensure that we remain good friends with you and we in turn with our neighbours and the Park Owners**