

## Booking Conditions:

**In these booking conditions, 'you' and 'your' means all people named on the booking (including anyone who is added or replaced at a later date). 'We', 'us' and 'our' means Redwell Lake Lodges Ltd, Kirkby Lonsdale Road, Carnforth, Lancs LA6 1BQ.**

Before booking with us, please read these booking conditions carefully and all the other information relevant to your booking.

All properties on our website are offered by us for the sole purpose of holiday lettings, unless expressly agreed otherwise in writing by us. Accordingly you agree that your booking is for the sole purpose of holiday accommodation and accept that you are not offered any rights to the property other than the right to occupy the property as holiday accommodation for the period of your booking. No booking of any kind is an 'Assured Shorthold Tenancy' or protected under the Protection from Eviction Act 1977.

### MAKING YOUR BOOKING

All bookings depend on the property and other arrangements being available. You, as the person in charge of the party (the 'party leader') must be at least 25 years old at the time of the booking. All other members of the party must authorise you to make the booking on the basis of these booking conditions. By making the booking, you confirm that you are authorised to make the booking and that all other members of the party agreed that the booking will be governed by these conditions. You, as the party leader, are responsible for making all payments to us.

As long as the property is available and we have received all the relevant payments from you, we will give you written confirmation (see below) as soon as reasonably possible. This confirmation will show you booking details, the amount you have paid and the amount you still owe for the booking. Your binding contract with us will apply from the date we issue you with the written confirmation.

If you book with us online, we will acknowledge that we have received your booking and then send confirmation by email. If you book by post or phone, we will send your confirmation to you by post unless you tell us at the time of booking that you would prefer it to be by email. It is your responsibility to check your emails regularly and to let us know about any change to your email or postal address.

We have the right to refuse any booking before we send you your written confirmation. If we do this, we will tell you verbally or in writing and promptly refund any money you have paid to us. In this case we will not have any legal responsibility to you.

As soon as you receive your confirmation you must check the details carefully. If anything is not correct, you should tell us immediately otherwise we cannot help or accept responsibility.

Even if we have sent a written confirmation, we have the right to cancel a booking where there are reasonable ground to believe that (i) it is not legitimate (ii) you are likely to breach any of our booking conditions (iii) information supplied by you in relation to your booking is incorrect. If we cancel your booking, we will tell you in writing and we will not have any legal responsibility to you.

### PAYMENT

When you book you must pay the deposit amount then due by debit or credit card, bank transfer or by sending us a cheque. We only accept payment in pounds sterling.

#### Standard Deposit

Total Booking Price	Deposit per Booking
Up to £150	£60
£151-£200	£80
£201-£350	£100
£351-£500	£125
£501-£1,000	£150
£1001-£2,000	£200
£2,001 - £3,000	£400

We must then receive the rest of the money owed no less than 8 weeks before the start of your trip. However, if you book less than 8 weeks before the start of your trip, we must receive full payment of the total cost of your booking when you make the booking. For any arrangements booked less than two weeks before the start of the trip you must pay for the booking in full by debit or credit card or by bank transfer at the time of the booking..

If you do not make any payment due in relation to your booking by the appropriate date we are entitled to assume that you want to cancel your booking. In this case, your booking will be cancelled immediately.

If you pay by credit card, we will charge up to 1.99% for each payment made this way to cover costs and charges we have to pay in connection with credit card payments. If your bank refuses to make payment for any reason, we are entitled to make an administration charge of £31.

### PRICING

We keep the prices charged under constant review and the prices of unsold accommodation may be increased or reduced at any time. We may also correct mistakes in the pricing of unsold accommodation at any time. We will confirm the price of the booking when you make it. As changes and mistakes can happen you must check the price and all other details of the arrangements at the time of booking.

All prices quoted or otherwise given to you include all charges and any taxes or government charges which may apply to your booking at the time it is made.

All accommodation prices are for the property and not on a per person basis, except when an extra person charge applies.

### OFFERS WITH A LOW DEPOSIT

Occasionally, we make offers giving you the chance to book properties with either no deposit or a deposit which is lower than usual. We will give you details of any extra terms that may apply to the offer before, or when, you make the booking. You should read these with these extra terms with these booking conditions, as both apply to your booking. If you book a property with either no deposit or one which is lower than usual, you also agree to pay the difference between the amount paid and the usual deposit, plus any booking fee either at the time the balance of your booking is due or if you cancel, at the time you cancel the booking. If you cancel you must pay all other cancellation charges which may apply. (see below). We can decide to extend or withdraw any offer at any time should we wish to do so.

### BROCHURE & WEBSITE DETAILS

We aim to make sure that the information provided is presented accurately on our website, in brochures and other promotional literature or material we produce and provide. It is intended to present a general idea of the arrangements. Not all details of the relevant facilities can be included on our brochure/website. Furthermore, there may be small differences between the actual property/arrangements and its description. This is usually because we are always aiming to improve services and facilities. Occasionally, problems mean that some facilities or services are not available or may be restricted. If this happens we will tell you as soon as reasonably practical after we become aware of the situation. We cannot accept responsibility for any changes or closures to local services or attractions mentioned in the brochure or on our website. We make reasonable efforts to make sure that information we give you about your property and facilities or services is accurate and complete on the date given. Distances and sizes are provided as useful guides. Certain items in photos (soft furnishings etc) are subject to change and may not always be exactly as shown. Please check specific concerns with us before booking.

### CHANGING OR CANCELLING YOUR BOOKING

If you want to change any detail of your confirmed booking, we will do our best to make the changes. However, we must receive your notice in writing by post or email. We may agree to accept notice over the telephone but this should be arranged with us first. Also we cannot guarantee that we will be able to

meet your request. You may be asked to pay us an administration charge of £30 for each change. Plus, where we can meet your change request, you will have to pay any costs incurred by us in facilitating the change for you which will be charged at the current brochure or website price, which may be different from the price in the brochure or website from which you booked your chosen arrangements.

If you have to or want to, cancel your booking after it has been confirmed you must phone us on the number shown on your booking confirmation as soon as possible. The day we receive your notice by phone from you is the date on which we will cancel your booking. Our confirmation in writing will confirm receipt of your cancellation.

If you cancel you will have to pay a cancellation charge based on the number of days before the arrival date as shown in the table below. For the purpose of the table below total cost means the total cost of the accommodation booking, including any optional extras.

Number of days before the start date of your trip that we receive your notice to cancel (or on which you are deemed to have cancelled)	Cancellation Charge
More than 56 days	Full deposit (including any balance of the deposit due)
43-56 days	50% of the total cost or full deposit (including any balance of deposit due) whichever is the greater
29-42 days	70% of the total cost
8-28 days	90% of total cost
7 days or less	Total cost

If only one person in your party needs to cancel, this will not normally affect the total cost of your booking.

#### CANCELLATIONS OR CHANGES BY REDWELL LAKE LODGES LTD

We do not expect to have to make any changes to your booking. However, sometimes problems happen and bookings have to be changed or cancelled or mistakes in brochures or other details corrected. We have the right to do so. If we do we will contact you (by phone if reasonably possible in the case of a significant change or cancellation – we will let you know of minor changes by post) as soon as is reasonably practical. We will explain what has happened and let you know about the cancellation or change. However, we will have no further liability to you.

#### EVENTS BEYOND OUR CONTROL

Unless we say otherwise in these booking conditions, unfortunately we will not be legally responsible for any compensation if we are prevented from carrying out our responsibilities to you as a result of events beyond our control. This means an event we or the owner of service provider could not, even with all due care, expect or avoid, including:

- Strike, lock out or labour dispute
- Natural disaster
- Acts of terrorism, war, riot or civil commotion
- Malicious damage
- Keeping to any law or governmental order, rule, regulation or direction including advice from the foreign office to avoid or leave a country
- Accident
- Breakdown of equipment or machinery
- Insolvency or bankruptcy
- Fire, flood, snow or storm
- Difficulty or increased cost in getting workers, goods, transport, and
- Other circumstances affecting the supply of goods and services

We cannot be held responsible for noise or disturbance which comes from beyond the boundaries of the property or which is beyond the owner's control. If we know of a problem before you arrive we will contact you to let you know.

We cannot be held responsible for the breakdown of mechanical equipment such as pumps, boilers, hot tub filtration systems nor for the failure of public utilities such as water, gas and electricity.

#### DISABILITIES AND MEDICAL PROBLEMS

If you or any member of your party has any medical problem or disability that may affect your booking, please tell us before you make your booking and give us full details as early as possible before you travel. If we reasonably feel unable to properly meet that person's particular needs, we can refuse or cancel the reservation.

#### THE ACCOMMODATION

The following conditions apply to your stay at Redwell Lodges Ltd.

**Arrival and Departure:** you can arrive at any time after 4 pm (unless we have agreed with you otherwise, for example on your confirmation) on the start date of your rental period. You must leave by 10 am on the last day. If your arrival will be delayed beyond 6 pm on the start date of your rental period you must contact us. If you fail to do so you may not be able to get into the property. If you fail to arrive by 12 noon on the day after

the start days of your rental period and you do not let us know you are arriving late we may treat your booking as having been cancelled by you. In this situation we will not refund any money you have paid. If you are unable to arrive at a reasonable time on your day of arrival (i.e. after 9 pm) we reserve the right to charge £50 to cover staff costs.

#### LINEN, TOWELS & KEYS

Bed linen and towels are provided.

#### SECURITY DEPOSITS

You will be asked to pay a security deposit of £100 on a credit or debit card. This will be refunded on your day of departure but may take two or three days for the banks to transfer the funds back on to your card. The deposit will be refunded less any costs for breakages, damages etc. if applicable.

#### BEHAVIOUR

You and all members of your party agree:

- To keep the property clean and tidy
- To leave the property in a similar condition as you found it when you arrived
- To behave in a way at all times while at the property which does not break any law
- Not to behave in an anti social manner, breach the peace or otherwise act in a way which may disrupt or affect the enjoyment of others
- Not to use the property for any illegal or commercial purposes
- Not to sublet the property or any part thereof or otherwise allow anyone to stay in it who we have not previously accepted.

#### MAXIMUM OCCUPANCY

You also must not allow more than 4 people to stay overnight in the property. You cannot arrange for visitors to the property without our advance consent. You cannot significantly change the number of adults or children during your stay (For example if you book for two adults and two children you cannot arrive with four adults and no children). You must not hold events such as parties, celebrations or meetings, at the property without our advance consent. If you do any of these things we can refuse to hand over the property to you or can repossess it. In these circumstances you will be deemed to have cancelled your booking and will not be entitled to a refund nor will we be responsible for any costs or expenses you pay due to not being able to stay in the property. We will not be under any obligation to find you alternative accommodation. Babies under the age of two are counted as members of your party.

**PETS** Pets are not allowed.

## HOT TUBS

All members of the party must abide by the Terms & Conditions of Hot Tub Use as provided by ourselves on arrival. Failure to do so may result in the withdrawal of the hot tub from use.

## DAMAGE

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 property by you, to the property of its contents. This includes responsibility for paying for this damage and the cost of any work needed to put the damage right. We can ask for payment from you to cover such costs.

We expect the accommodation to be left in a reasonable state on departure. If in our opinion, additional cleaning is required, you will be liable for the cost of this cleaning.

The accommodations are all non smoking.

## RIGHT OF ENTRY

We have the right to enter the property (without letting you know first if this is not practical or possible) if special circumstances or emergencies happen (for example if repairs need to be carried out) or if you break the law, breach any of these booking conditions, our terms and conditions or any other terms applicable to your booking and/or the property. We have the right to enter the property for the purposes of inspection (including but not limited to where you have complained ) by giving you reasonable notice of entry. You agree to allow us or our representatives (including workmen) access to the property as required by this clause.

## UNREASONABLE BEHAVIOUR

We can refuse to hand over the property if the unreasonable behaviour of anyone in your party is likely to cause offence to other guests, to members of staff or neighbours, or in the event we have reasonable cause to believe you or any member of your party will cause damage or loss to the property, its services or facilities. In these circumstances the contract between ourselves will be terminated, you will not receive any refund and we will have no further liability to you.

We can terminate a stay after the keys have been handed over if the unreasonable behaviour or anyone in your party (including anyone invited into the property by you) is likely to impair the enjoyment, comfort or health of other guests, residents, neighbours or members of staff or where you or any member of your party (or anyone invited into the property by you) has broken the law, breached or is likely to breach any of these

booking conditions, our terms and conditions or any other terms and conditions applicable to the property which you have been notified of. In these circumstances, you will be required to leave the property immediately and no refund will be given. Furthermore you may be liable to cost any costs incurred by us as a result of your behaviour.

## SPECIAL REQUESTS

If you have any special requests you must let us know when you make the booking and confirm them in writing. We will make all reasonable attempt to satisfy any reasonable requests but make no guarantee to be able to do so.

## COMPLAINTS

If you wish to complain we will want to take action to sort your complaint out as soon as possible. You should therefore contact us immediately if any problem arises so that it can be sorted out as quickly as possible.

Any dispute, claim or other matter which may arise in relation your booking will be governed by English law and you must agree that any dispute will be dealt with exclusively by the courts of England and Wales.

Published in July 2017. Prices and booking conditions may change. Please check our website for the latest details.

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VAT Registration No. 199710464

