

The Raddle Inn Log Cabins and Cottages

TERMS AND CONDITIONS

Please take the time to read carefully through the terms and conditions in order that you understand the contract you enter into when you book with us.

The Log Cabins and Cottages are let as short stay/holiday accommodation and do not create a landlord and tenant relationship within the meaning of the Rents Act.

Terms and Conditions

On receipt of your deposit, you are confirming that you have read and agree to these terms and conditions on behalf of your party, and that they form a contract between you, the hirer, and us, the owner.

The Contract

The contract between you, the hirer, and us, the owner, for hire of log cabin(s) or cottage(s) is entered into at the time the deposit is paid.

1 Booking Procedure

A booking can be made online, by email or by telephone and the relevant deposit must be paid at the time of booking.

We have a minimum stay policy of 2 nights at weekends, and 3 nights over Bank Holidays, Christmas and New Year.

2 Deposit and Payment

A deposit equivalent to 25% of the total for the booking is required to secure your booking. This is non-refundable under any circumstances. On paying the deposit, you the hirer enter into a contract with us the owner and will become liable for the full cost of hire.

The balance is due and payable 28 days prior to the date of your arrival.

Where bookings are taken within 28 days of arrival, the full amount must be paid on booking.

Payments can be made by debit or credit card, over the telephone, through the online booking system or by bank transfer (please request the necessary details)

3 Cancellation Policy

If you need to cancel or amend your booking, you must inform us by telephone as soon as possible. You will also be required to confirm your cancellation or amendment in writing or by e-mail. A cancellation or amendment will not take effect until we have received written confirmation from you.

If you are unable to fulfil your commitment to the contract, and you advise us 29 days or more before your arrival date, only your deposit will be retained. If you advise between 15 and 28 days

before your arrival date and we are able to secure an alternative booking of the accommodation, we will issue a refund of up to 50% of the payment made. If we are unable to secure an alternative booking, no refund will be given. If you advise us 14 days or less before your arrival date, no refund will be given.

We recommend that you take out your own cancellation insurance to cover the cost of your accommodation should you be unable to stay for reasons beyond your control.

If we are unable to fulfil the commitment of this contract.

We will only cancel for reasons beyond our control. In such a case, if available, we will offer alternative accommodation or a full refund. We regret that we cannot pay any compensation or meet any expenses or costs you may incur as a result of any such cancellation or change.

4 Arrival and Departure

Arrival

Reception is located inside the Raddle Inn public house, check in is from 3pm. Please note that keys can only be handed over to the person who's name the booking is under, you may be asked to provide proof of identification.

Departure

Check out on the day of your departure is by 10.30am in order that the accommodation can be prepared for incoming guests. The Cabins and Cottages are cleaned thoroughly between lettings and should be left in the same condition on departure.

5 Damage and Breakages

Guests are expected to take reasonable and proper care of the accommodation and it's furniture and fittings. Damage and breakages should be reported to us as soon as possible so that we can arrange for repair or replacement. Breakages of a minor nature will not normally be charged for. We reserve the right, however, to charge for any damage, losses or additional cleaning required, however caused. This includes damages, losses and additional cleaning in regards to the Hot tubs.

6 Children

Children are very welcome, but must be supervised by a responsible adult at all times. Children are charged at the same rate as adults, except for children who require a cot. Travel cots can be provided however the bedding is not (subject to availability)

7 Pets

Well behaved dogs are welcome at a charge of £10 per dog per night. Dogs must not be allowed on furniture or beds. We ask that of possible dogs are not left alone in the accommodation, however if they are they must be kept in a suitable dog cage/crate. Animals other than dogs may be accepted, but only with permission from us first.

8 Bedding and Towels

Bed linen and towels are provided.

9 Pricing

Details of prices are available online or over the telephone and are inclusive of VAT. Prices are dependent on the number of guests and are not a set price per cabin or cottage.

10 Occupancy

No person in excess of the number agreed at the time of reservation may occupy the accommodation. Breach of this rule will terminate the contract without recompense unless the appropriate price is paid.

11 Party Type/Groups

For groups of 5 or more, all guests must be aged 25 and over, with the exception of families. Please note proof of age may be requested on arrival.

Stag and Hen parties are subject to a £200 behaviour and damages bond which is refundable on check out provided that there have been no damages or other issues.

12 Behaviour

We reserve the right to terminate the visit of any person whose conduct is detrimental to the comfort, enjoyment, health or safety of other guests or members of staff without recompense. Please respect other guests and neighbours and keep noise to a minimum after 10pm.

13 Smoking

Smoking is prohibited inside any of the Log Cabins or Cottages.

14 Gas/Electricity

Gas and electricity is included in the cost of hire.

15 Liability

We regret that we can accept no responsibility for accident or injury to, or illness of guests or any person whilst on this site, however caused. Neither can we accept responsibility for loss of or damage to property.

16 Parking

There is space next to each Log Cabin or Cottage for at least one car. Additional cars may be parked on the pub car park at no charge. Please provide details of your vehicle registration number on arrival.

17 Data

Please note that any data gathered may be stored on computer.

18 Visitors

Visitors are not permitted in the Log Cabins or Cottages. If you would like to meet with family or friends during your stay there is a pub on site and other meeting places locally.

19 Barbeques

Barbeques are prohibited on the decking of and near to the Log Cabins due to fire risk. If you wish to have a barbeque, we have a field across the road which we allow barbeques in provided that they are raised off the ground.

20 Complaints/Problems

Please do inform us as soon as possible if you have a complaint with your accommodation or if you find that anything is faulty within the accommodation which needs our attention, so that we can assist and repair or make alternative arrangements. Due to the limited period of hire, it may not be possible to repair such items during the period of hire. We reserve the right of entry to the accommodation at all reasonable times for the purposes of inspection or to carry out maintenance.

21 Hot Tubs

Please see separate Hot Tub usage Terms and Conditions.