

## **Terms and conditions (T&Cs) Hoseasons bookings - refer to Hoseasons**

### **Terms and conditions (T&Cs) - bookings made directly with Hollybrook Lodges**

These T&Cs apply to you and all members of your party (including day visitors). It is your responsibility to ensure that each member of your party is aware of, and accepts the T&Cs as written below.

The T&Cs are effective from the date you book and until you and your party depart from Hollybrook Lodges.

We have the right to cancel your booking without compensation or refund should you not comply with any of the T&Cs

You must note and comply with all guidance, rules and other requirements supplied on notices, in any booklet or other literature supplied to you when booking or taking part in any additional activities.

Children and babies must be supervised at all times.

Pets are not permitted at Hollybrook Lodges (with the exception of assistance dogs).

We have the right to refuse any booking including a group booking and to obtain the name, age and gender of all members of your party at any time. We will not accept bookings when the majority of members of your party are between the ages of 16 and 25, unless by prior arrangement. All female or all male parties must apply in writing before a booking can be made.

We request that you keep the composition of your party the same for the whole of your stay even if your stay is extended.

You may not advertise, use or re-sell your holiday for profit or in connection with a business or any other venture.

If you or any member of your party has or has just had an infectious or contagious medical condition we have the right to refuse your booking, cancel your holiday or ask you or any member of your party to leave Hollybrook Lodges. You should inform us immediately should any condition develop within four weeks of your arrival date or during your holiday with us.

If any member of your party has restricted mobility or special needs you should email or phone Hollybrook Lodges before making your reservation.

You may not bring any shotgun or firearm to Hollybrook Lodges under any circumstances.

All lodges and decked areas are strictly non-smoking.

BBQs are not permitted on the decked areas. They must be kept a reasonable distance from the lodges and raised above the grass.

No medical facilities are available on site.

We may instruct you or any member of your party to leave Hollybrook Lodges immediately where the maximum numbers permitted for your lodge, as indicated on your booking confirmation, have been exceeded.

No compensation or refund will be payable in these circumstances. Alternatively we may accommodate those additional members in another lodge and will charge you or them the appropriate full charge for that accommodation.

We may ask you and/or members of your party to leave immediately if your conduct is considered by us to infringe our rules or is likely in our belief to impair the enjoyment or comfort or safety of other guests and/or staff. No refunds will be given in these circumstances.

We also have the right to recover from you the cost resulting from any damage to our property or that of our other guests together with any compensation we may pay to other guests as a result of the actions of you or any members of your party.

We reserve the right to enter your lodge at any time for any reasonable purpose for example to make checks or carry out essential inspection maintenance works or repairs.

All cars and other vehicles on the park must be parked in the parking spaces allocated for each lodge and are parked entirely at your risk. We do not accept any liability for damage to vehicles.

Your personal belongings are your own responsibility during your holiday with us. This responsibility applies to all members of your party and their belongings. We accept no liability whatsoever for any accident, loss or damage to your property.

Please note that we are not responsible for any matter which you did not bring to our attention during your holiday. Any reported matter which has not been resolved during your holiday should be advised in writing to the manager of Hollybrook Lodges within 28 days of the end of your holiday.

In all cases except personal injury or death our liability to you for the total of all claims arising out of your holiday with us is limited to the cost of your booking.

**You must use your lodge and its contents with care. You are responsible for any and all damage caused to them. On departure you must leave your cabin in a clean and tidy condition. We reserve the right to charge you for any loss or damage to our property both during and after your stay.**

## Booking

For reservations of less than 4 weeks ahead, full payment is required at the time of booking.

For reservations made more than 4 weeks before your stay a deposit of £100 is required. The outstanding amount must be paid 4 weeks before the start of your holiday.

You must make the required payment by the required date or we will have the right to cancel your booking and keep or claim your deposit. The deposit is non refundable.

If you are prevented from taking your holiday please contact Hollybrook Lodges as soon as possible. You may not under any circumstances transfer your booking to another person without our consent.

All relevant prices include VAT at the current rate at the time of payment. We reserve the right to increase or decrease prices in line with any change in VAT or any other duties or fees levied on your holiday.

You may cancel your holiday at any time however you may be charged. See below for the Hollybrook Lodges Cancellations Policy

## Cancellations Policy - Hollybrook Lodges

### If you change 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, text or email.

### If you cancel your booking

If you wish to cancel your booking after it has been confirmed, you need to contact us as soon as possible on 07483 890775 or by email: [info@hollybrooklodges.co.uk](mailto:info@hollybrooklodges.co.uk) Confirmation in writing (text or email) 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 you booked.

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 70 days	Full deposit (including any balance of the deposit due)
43 – 70 days	50% of the total cost or full deposit (including any balance of deposit due), whichever is greater.
29 – 42 days	75% of total cost
8 – 28 days	90% of total cost

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
7 days or less	Total cost

**Part cancellations**

If one/two persons in your party need to cancel, this will not normally affect the total cost of your booking.

**Cancellations or changes by Hollybrook Lodges**

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 on the website or other details corrected.

We, the owners, have the right to do so.

We will contact you (by phone if reasonably possible in the case of a significant change or cancellation – we will let you know about minor changes by email or text) 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**

Unfortunately we, the owners, 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 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 or illness; breakdown of equipment or machinery; fire, flood, snow or storm; difficulty or increased cost in getting workers, goods or transport; and other circumstances affecting the supply of goods or services.