

Quarry Bank House Terms and Conditions

Bookings:

- Strictly families and couples only unless by special arrangement.
- Speed limit 10 m.p.h -Essential for the safety of children.
- Once you have made a booking and a deposit has been paid you cannot transfer the booking to anyone else or change it (including members of the party) without our agreement. If you want to add or make changes a £25 administration fee will be charged to the final balance.
- £100 non-refundable deposit is required to make a booking.
- All balances must be paid 6 weeks before arrival; we accept debit card, credit card (2% charge) payments and cheques.
- The total number in your party including children and babies must not exceed the maximum capacity of the accommodation as stated in the brochure/tariff.

All arrivals must report to reception on arrival.

House Key Deposit/Returnable deposit: We do ask for a £100 key deposit which covers any breakages or shortages and is returnable within 14 days of your departure. This deposit is to be paid upon booking and is only returnable if your booking is completed and the accommodation is not damaged or in need of extra cleaning. If the accommodation has been smoked in, the whole deposit will be withheld to cover the extra cleaning. If deemed necessary a £25 cleaning fee will be charged. Liability is not limited to £100 and rests with the named party leader. **You** are obliged to leave everything in a clean and tidy condition. In regards to cancellations and your deposit **please see Cancellations**.

You must check your invoice and booking acceptance as well as all other documents we send you carefully as soon as you receive them. If any information appearing on any document appears to be inaccurate in any way you must inform us straight away, we regret we cannot accept any liability if we are not notified of any inaccuracy in any document within 10 days of us sending it out.

Changes; by you, once a booking has been confirmed by you to us, should you require us to amend it or to re-invoice you for any reason (including accidental loss of original invoice) then a fee of £25 will be charged.

Cancellations It is advisable to take Travel Insurance in case of cancellation. If you cancel your holiday within 6 weeks of arrival you will be responsible for the full cost of your booking. If only the deposit on your booking has been paid and you choose to cancel you forfeit the deposit as the cancellation fee. If you need to cancel your holiday please call us and confirm your cancellation in writing. The date of the postmark on your letter or email we receive is the date of the cancellation.

Cancellations by us very occasionally in unforeseen circumstances we may have to cancel your booking. If we do so, we will tell you as soon as possible and offer you an alternative or a full refund. We regret we cannot pay any compensation or meet any expenses or costs you may incur as a result of any such cancellation or charge.

House: Customers are requested to leave their units by **10.30am** on the day of departure and the unit will not be available until **4.00pm** on the arrival day. Please note that the arrival time is not guaranteed, delays may occur with cleaning and maintenance. Please bring your **receipted account confirmation** to Reception on arrival where your key will be allocated to you.

Please be conscious of excess noise at all times and remember that we have a no noise policy after 10.30pm. Any person in breach of this rule or causes offence to either the proprietors, other guests or staff on the park shall be liable at the discretion of the proprietors will be requested to vacate the House forthwith with no refund being payable in respect of any accommodation or park fees paid in advance.

Dogs well behaved pets are welcome (limited to 1 medium/large dog or 2 small dogs); pets must be kept under control at all times. Owners must clean up after their pets.

Smoking Policy As a result of recent Government legislation, it is now illegal to smoke inside enclosed public buildings in England, Scotland & Wales. ALL our accommodations are smoke free areas. For more information please contact reception. We ask holidaymakers to respect these regulations. Failure to do so will result in the loss of the whole deposit.

Towels/Bedding We provide towels and bedding in the House.

Selling of Alcohol we are only permitted to sell alcohol to persons aged 18 or over. Proof of age may be asked for; we operate a 'challenge 25' policy, the following forms of ID: full passport or a new style driving license incorporating a photograph.

A Barbeque is provided; this must never be taken inside the House.

Lost Property if after your departure you discover you have left some item(s) behind we can post these on to you. We cannot be held responsible for any loss or damage and you will be expected to cover postage costs.

Hot Tub: It is your responsibility to report to reception to pick up your keys for the House and get the Hot Tub usage Guidelines before use. You will be asked to read and confirm you have understood these. Children must never be allowed to use this unattended.

General Conditions & Liability

The proprietors disclaim all responsibility for any injury to guests in person or to their children when they are enjoying the use of equipment and facilities provided on the site. Parents are responsible for the safety of their children in the playgrounds and any park areas.

ANY PERSON IN BREACH OF THESE BOOKING TERMS AND CONDITIONS OR SITE RULES OR BEHAVE IN SUCH A WAY AS TO CAUSE OFFENCE TO EITHER THE PROPRIETORS OR OTHER GUESTS SHALL BE LIABLE AT THE DISCRETION OF THE PROPRIETORS TO BE REQUESTED TO VACATE THE SITE FORTHWITH WITH NO REFUND BEING PAYABLE IN RESPECT OF ANY SITE FEES PAID IN ADVANCE.