

Conditions of Booking

1. A non-refundable deposit of 25% of the total holiday cost is required to confirm the booking. It is suggested that you take out holiday cancellation insurance.
2. To secure your booking, payment of your deposit is required within 10 days of the date of your deposit invoice.
3. When a deposit payment has been made, we will send you confirmation of receipt and also details of your final invoice. This will include the date by which this is due. Please note we do not send out reminders and ask that our invoices are paid promptly and on time.
4. In line with other holiday providers, our cancellation policy is as follows:
 - i. Less than two weeks notice -100% holiday cost is required
 - ii. 2-4 weeks' notice- 50% " " " "
 - iii. More than 4 weeks- 25% " " " "
5. "Check in" is between 3pm and 7pm on day of arrival. Late arrival by prior agreement only please. Your property should be vacated by 10am on day of departure.
6. Unfortunately, we cannot accept bookings for groups under the age of 21's.
7. We operate a strict no smoking policy, except for a designated smoking area.
8. Regrettably, no pets are allowed.
9. Regrettably we do not provide respite cover and we can take no responsibility for the safety of any of your party.
10. Your party may book one-hour per day exclusive use of our private swimming pool. This is not a play pool. Due to previous accidental damage, we must insist that no personal toys or inflatables are taken into the pool (swimming aids excepted). A range of soft-floats are provided in the pool.
11. A "welcome basket" and a full local information pack will be provided on arrival.
12. All bed linen and bathroom towels are provided.
13. Please provide your own swimming towels.
14. There will be an additional charge of £20 per property for additional changes of linen.
15. There will be an additional charge of £30 per stay for each extra bed required.
16. We expect any breakages or damages to be reported to us before departure. We do not charge for minor breakages. However, in the unlikely event of excessive breakage or excessive cleaning requirements, we reserve the right to make additional charges as appropriate. Should this occur, we will inform you before any charges are made.
17. We reserve the right to refuse or (in exceptional circumstances) terminate a booking.