

Terms and Conditions

1. To secure your booking, payment of your deposit is required within 10 days of the date of your invoice.
2. We strongly advise that you take out holiday cancellation insurance
3. When a payment has been made, we will send you confirmation of receipt and details of any 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:

Less than two weeks' notice	100% holiday cost is required
2-4 weeks' notice	50% holiday cost is required
More than 4 weeks' notice	25% holiday cost is required
5. Unfortunately, we cannot accept bookings for groups under the age of 21's.
6. Check in is between 4pm and 6pm on the day of arrival. Late arrival by prior agreement only. Your property should be vacated by 9.30am on the day of departure.
7. On departure we ask that you put all used towels and linens in the bags provided and place any rubbish in the external refuse bins.
8. We operate a strict non-smoking and vaping policy, except for a designated smoking and vaping area.
9. Regrettably, no pets are allowed (fully UK Registered Assistance dogs accepted, with prior approval)
10. We do not provide respite cover, and we can take no responsibility for the safety of any of your party.
11. Your party may book one-hour per day exclusive use of our private swimming pool. Due to previous accidental damage, we must insist that no personal toys or inflatables are taken into the pool (swimming aids excepted). Swimming noodles are available to purchase from the office.
12. A full local information pack will be provided on arrival.
13. All bed linen and bathroom towels are provided.
14. Please provide your own swimming towels.
15. There will be an additional charge of £50 per stay for each extra bed required.
16. We have a range of specialist equipment available to use during your stay. This can be requested prior to your arrival on your prearrival form. All equipment is used entirely at your own risk.
17. We expect any breakages or damages to be reported to us as soon as possible after the incident has occurred. 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.
18. We reserve the right to refuse or (in exceptional circumstances) terminate a booking.