

Bracken Lodge Retreats Terms & Conditions

Thank you for choosing to stay with us at Bracken Lodge Retreats. Outlined below are the terms and conditions of your stay. Please read this document carefully as this, together with your booking confirmation, make up your accommodation agreement that will be in place throughout your stay.

We aim to provide these terms and conditions in an easily accessible format. If there are any terms you do not understand, please discuss this with us before your stay either by email or phone and we will be happy to provide clarification.

For any issues you do not see disclosed within this document or queries about any experiences during your stay please contact the reception team.

We aim to make your stay as comfortable and stress-free as possible. The following guidelines provide easy-to-follow instructions for your stay.

Cancellations Charges: If you require you to cancel your lodge please contact the hotel immediately. Cancellation will be effective when we have received written confirmation.

Cancellation Charges:

- More than 28 days loss of deposit
- 14-28 days 50% of the total holiday cost.
- 7-14 days 75% of the total holiday cost.
- 7 days or under 100% of holiday cost.

If you are due a refund for any part of your cancellation, this will be paid within 30 days.

Damage to accommodations: You are liable for any damage caused in the accommodation during the period of hire. Should we have to take legal action to use a debt collection agency to recover these costs you will also be liable to pay these in full. We reserve the right to enter any accommodation (without prior notice if this is not practical or possible) if special circumstances or emergencies arise (for example if repairs need to be carried out)

Security deposits: You may be asked for an additional deposit at our discretion for some or

all parties. This is payable on arrival and will be returned to you after your holiday, provided that your accommodation is undamaged, clean and tidy and all site rules have been fully abided by. A credit card must be used for the security deposit on the day of check in.

Force Majeure: We cannot accept responsibility or pay any compensation where the performance of prompt performance of the contract is prevented or affected by reasons of circumstances which amount to 'force majeure'. Circumstances amounting to 'force majeure' include any event which we could not, even with all due care, foresee or avoid. Such circumstances include the destruction or damage of your accommodation (which cannot be reasonably remedied to a satisfactory standard before the start of your holiday) through fire, flood, explosion, storm or weather damage, break in, criminal damage, riots or civil strife, industrial action, natural or nuclear disaster, adverse weather conditions, war or threat of war, actual or threatened terrorist activity, epidemic, pandemic and all similar situations beyond the owners control.

Appliances: All of our accommodations will be provided with an oven, hob cooker, microwave, washing machine, dish washer and fridge freezer for your use. Provided in each lodge is also a TV with a DVD player.

Refuse: We ask that all guests staying with us deposit their rubbish in the bins located around the site.

Pets: The Bracken Lodge Retreat is dog friendly. We do ask that the dogs are kept on leads outside of your lodge and that any dog waste must be picked up by the owners and deposited in the bins located around the site. You must inform us of your pets as there is an additional fee. It is not allowed that the dogs sleep in the guests beds or on the furniture. It is also not acceptable for pets to be left unattended within the accommodation. Extra cleaning or repairs charges will be deducted from the refundable damage deposit. Assistance dogs are accepted free of charge at all locations.

Wi-Fi: All our lodges are equipped with Wi-Fi free of charge. There is no code required it is a simple log in onto the Brackenborough Hotel website.

Parking: One parking space is allocated per lodge, all other vehicles must be parked within the hotel car park which is also free of charge. The Brackenborough hotel and Lodges do not take responsibility for any cars parked within the lodge parking spaces of the hotel car park. Park at your own risk.

Waste water: All waste water systems on the site are connected to a biocycle (domestic environmental waste water system). This means that no harsh chemicals, such as bleach, are to be put down sinks or flushed down toilets. Also be aware that personal hygiene products and wet wipes are not to be flushed as these are not bio-degradable and will block the system resulting in a charge for repairs.

Hot tub: The hot tub guidelines have been emailed with the booking confirmation which includes a do's and don'ts list for you to follow. The how to use guidance is located on the terrace of the lodge. We do ask that all hot tubs are to be turned off and vacated no later than 11.00pm out of respect for the neighbors and following the entertaining guidance see under the minimum age and other restrictions section. If we have to drain and refill the hot tub during your stay and there is evidence of misuse you could be charged £150.00. Don't immerse your

head or swallow the water - this can increase the risk of infection. Please ensure your children are supervised at all times to prevent drowning. please ALWAYS leave the lid locked when the hot tub is not in use

Cleaning: It is the responsibility of the guests to ensure the lodge and its contents are clean and accounted for per the inventory form provided upon arrival. Any missing or damaged items will be charged on check out (see damage to accommodation for further details). A full breakdown on item costs can be requested from reception.

Brackenborough larder: Available to order from reception are every day essentials such as milk, meats, wine, soft drinks etc. from our larder. To see full shopping list please visit our website Brackenborough-larder.pdf (oakridgehotels.co.uk)

Minimum age and other restrictions: By booking with us and upon reading these terms and conditions you hereby agree that you are over the age of 25. It is not permitted for any persons under the age of 25 to book a lodge stay. If this requirement is not met your booking may be cancelled.

SMOKING is not permitted in any units of accommodation. If this is detected, you will be charged £300

Barbeques are not permitted on the site.

Entertaining is restricted to the inside of the accommodation past 11pm due to noise.

Check out: Please call the reception on 01507 609169 when your party is ready to check out and we will talk you through the checking out procedures.

Development we are continually developing at Bracken Lodges. We will do our utmost to minimize the disruption to your stay at all times. However there will be no compensation or refund in relation to development consisting of maintenance work being carried out.

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We wish you a pleasant stay and hope to see you again.