

Pine Bank Chalets

Booking Terms and Conditions:

Please read carefully

When you submit a booking via our online reservation system you will receive an automatically generated booking summary by email to the email address you provide in the booking form. This does not form a contract between us. A contract shall only arise when your booking is subsequently confirmed in writing via a letter of confirmation sent by post or email. Set out below are the obligations that we have towards each other.

1. **Availability** – The booking is made on the understanding that we will make the accommodation and amenities available to you on the dates selected. Should this not be possible due to events beyond our control we will endeavour to provide you with alternative accommodation. Should no other accommodation be available at the time we will offer you alternative dates or refund of your accommodation rental, however you will have no other claim or remedy against us.
2. **Payment** – A deposit of one quarter of the total rental is payable on booking, the remainder is to be received by us no later than 6 weeks before arrival.
3. **Cancellation – In the event of a cancellation the deposit is non-refundable and the following scale of charges apply:**
 - 6-3 weeks before – 50% of total holiday cost is non-refundable
 - 3-0 weeks before – 100% of total holiday cost is non-refundableAll cancellations must be notified in writing and received by Pine Bank Chalets prior to confirmation of cancellation charges. If you do not receive acknowledgement from us of receipt of your cancellation letter you must assume it has not been received by us.
We strongly recommend you take out holiday insurance which includes cancellation expenses.
4. **Keys** – Once the key is given out at check-in it is the key holders responsibility to meet with the remainder of the party.
5. **Check-in/Check-out** – On the day of arrival occupation can be expected from 4:00pm. Please notify the office if you intend to arrive after 7:00pm and arrangements will be made to provide keys. On the day of departure the accommodation must be vacated by 10:30am unless prearrange with the management for which a price per cabin will be charged.
6. **Occupancy** – Only those persons listed on the booking form may occupy the accommodation. If this condition is breached we have the right to terminate the contract immediately, without refund. We reserve the right to terminate, vary or reallocate the accommodation where material facts are not disclosed. If the customer alters the confirmed arrangements an amendment fee may be charged. Any unauthorised extension of stay will be charged at the full daily rate. Units may not be sublet.
7. **Linen** – Duvet covers, fitted sheets and pillowcases are provided. Towels are not provided but can be rented from reception.
8. **Care** – Guests are asked to leave their accommodation and its contents clean and tidy when vacating. If excessive cleaning is required a 'double cleaning charge' of £25 will be levied. Please check the inventory and report

to reception any damages and breakages immediately. A fee may be charged for these.

9. **Pets** – Pets are permitted in pet friendly units. Only 2 adult animals are permitted per unit – provided they are healthy, fully house trained and kept under control at all times. You must bring your pet's basket and under no circumstances should they be allowed on bedding or chairs or allowed to cause any undue annoyance to other guests. **They should not be left unattended at any time. Dogs must be kept on a lead and prohibited from fouling any where around the site.**
10. **Security Deposit** – You must pay the sum of £150 per unit as a security deposit on arrival. All monies will be refunded in full providing the accommodation and equipment and environment is left as found. Any damage found will be charged against the security deposit and may be applied to any units occupied.
11. **Responsibility** – Whom ever made the booking accepts responsibility for the behaviour of all party members and ensuring that the terms and conditions are adhered to. The management of Pine Bank Chalets reserves the right, at its sole discretion, to remove any person(s) acting in a manner likely to be detrimental to the enjoyment of other guests or to the property and or site.
12. **Age Limit** – Bookings cannot be taken from anyone under the age of 18. At least one party member in a unit must be over the age of 18.
13. **Personal Effects** – We will not be responsible for the loss or damage to any personal property of guests left in the accommodation. Vehicles, their accessories and contents are left at owners risk. Postage and packaging will be charged for return of any belongings left at Pine Bank Chalets. Any lost property not claimed within 1 month will be disposed of.
14. **Accidents** – We will not be responsibly for any injury or death. All our guests are advised to have adequate property and personal insurance in place prior to arrival.
15. **Noise** – Please consider our other guests and do not cause excessive noise disturbance at any time especially between the hours of 11:00pm and 8:00am.
16. **Accommodation** – If for any reason you deem the accommodation to be unsatisfactory please notify us immediately so that appropriate action can be taken. We cannot accept subsequent claims for shortcomings not so notified.
17. **Delays** – No liability is accepted should external factors and/or adverse weather conditions cause delay or cancellation of you holiday. We recommend adequate travel insurance is taken out to cover this.
18. **Facilities** – If a situation arises over which the management have no control it may be necessary to alter or remove facilities without prior knowledge. No compensation will be paid in such instances.
19. **Rent Act** – The booking agreement confers a right to occupy the accommodation for the period agreed for holiday purposes only. Therefore the terms of the Rent Act are excluded.
20. **Smoking** – Smoking is **strictly forbidden** inside **all** accommodation and other buildings.
21. **General** – The speed limit on site is 5mph. Washing lines may not be erected.

All visitors are expected to observe the Pine Bank Chalet rules, terms and conditions, a copy of which can be found at reception.