

Lodge Booking Terms & Conditions

Pets charged at £5/night per pet (skylark only)

3 nights minimum stay, (5 night minimum stay over Christmas period)

Check in after 4pm. (Early check in possible by arrangement)

Check out by 10am

Pricing is seasonal and varies with the size of the lodge and length of stay.

Fishing rules must be adhered to, which includes having your own equipment to meet good standards for the welfare of the fish and a fishing licence. Please fish the easterly side of the lake and refer to our fishing rules for more information.

Deposit: A deposit of £200 of the total booking will be required when submitting the completed booking form or booking online. If booking within 6 weeks of the stay then full payment will be required. All payments are non refundable. Once a deposit has been made you agree to all terms included. The name provided through the booking will be solely responsible for any breakages or damages caused during your stay.

Damages Deposit Breakages, damage or missing items.: A refundable deposit of £180 is to be taken from the client to cover potential damages that may occur during their stay. In the event that we find damage, (beyond general wear and tear) we will deduct justifiable losses from the damages deposit and potentially send an itemised bill if they exceed the deposit. Guests will be notified and given a list of the damages. Items such bedding and towels are the property of Brook Meadow and must not be taken. The Client is legally bound to reimburse Brook Meadow for breakages, damage, missing items or excessive cleaning caused by the party during the period of rental. If hiring more than one lodge in a group booking you must over each lodge with a £180 deposit. Please take care to clean up after your pets in Skylark lodge. Each lodge has a Hoover and any excessive cleaning will be charged for.

Remainder of Balance: The remainder of the balance must be paid 6 weeks prior to arrival. Failure to make payment before this date will result in your booking being cancelled and any deposit payments made not refunded.

Cancellations: Any cancellation made by the client for whatever the reason must be in writing. Once the booking has been confirmed the deposit becomes non-refundable. Cancellations

should be notified immediately. If full payment has been made and we can re-let the lodge, 50% of the balance will be refunded. If the lodge is not re-let, no refund will be payable. Brook Meadow strongly recommends that the Client takes out insurance against cancellation.

Arrival/Departure: Times: Arrival after 4pm and departure before 10.00am on change over days please.

Services: Rental charges include bed linen & towels for use during your stay. Beds will be made up prior to your arrival and for bookings of more than one week linen and towels will be changed at the end of each week. Wifi, electricity and water are included within the rental charge.

Care of the property: The client shall take all reasonable and proper care of the property and its furniture, pictures, fixtures and fittings and effects in or on the property and leave them in the same state of repair and in the same clean and tidy condition at the end of the rental period as found at the beginning. We provide cleaning equipment for this purpose. Foxton Locks Lodges reserve the right to issue an additional charge for lodges left in a poor state on departure. Bins should be emptied into the bins outside, the dishwasher and sink should be empty, all crockery should be put away and spillages, oven and fridge cleaned. Please take your groceries home with you to reduce waste.

Fixture and Fittings: All fixtures and fittings must be used solely for their intended purpose. Brook Meadow request that you do not take into the lodges any portable heaters, lighting equipment or any items that may cause danger to the lodges, its equipment or its occupants. Candles are not permitted. Any bulky items such as bicycles are not to be taken into the lodges. No furniture, bedding, plates or cutlery are to be moved from or between the lodges. You may be charged for the time spent making sure all lodges have the correct numbers of crockery and equipment if they are not put back in the correct lodges after a group booking.

Force Majeure: Brook Meadow cannot accept responsibility or pay compensation where the performance of our contract with you is prevented or affected by reason of circumstances which amount to force majeure. These circumstances include any event which we could not, even with due care, foresee or avoid. Such circumstances include the destruction or damage of your accommodation (which cannot reasonably be remedied to a satisfactory standard before the start of your holiday) through fire, flood, explosion, storm or other weather damage, break

in, criminal damage, riots or civil strife, natural or nuclear disaster, war or threat of war, actual or threatened terrorist activity and all similar situations beyond our control.

Children: Children must be supervised at all times. This is particularly important whilst in the vicinity of the lake.

Visitors: Only those persons notified to us are entitled to occupy the accommodation allocated. If you receive visitors during your stay who are not resident at Brook Meadow you must inform the management. You will be held responsible for the behaviour of your visitors while they are on site. Visiting guests are not permitted to stay overnight.

Smoking: Brook Meadow Lodges operates a no smoking policy within the lodges. Please do not leave cigarette butts outside the lodges either.

Parking: Parking of vehicles must be in the designated car parking spaces and must not obstruct the roadway. Your vehicles, their accessories and contents are left entirely at your own risk. Brook Meadow Lodges will not be responsible for any loss or damage from or to any vehicle. Repairs to vehicles (except emergency repairs) must not be carried out.

Lost Property: A minimum charge of £10.00 is made for the return of lost property after your departure. Items of lost property can only be held for a maximum of one month after which time they are donated to charity. We cannot be held responsible for items reported lost which cannot be found. Property is at all times the responsibility of the owner.

Right of Entry: We will not normally enter a lodge once let without your agreement, however employees of Brook Meadow shall be allowed the right of entry to property at all reasonable times for purposes of inspection or to carry out any necessary repairs or maintenance.

Privacy: Protecting your privacy is important to us and we will strive to keep your personal information confidential. Your details will be kept on our database to enable us to keep you up to date with any future offers, information or mailings. We do not give any information to third parties or use information gathered in any other way than those described above. If required by law or legal process to disclose your personal information we will do only in accordance with the law.

Pets: Pets are permitted in Skylark lodge only and are charged at £5/night with a maximum of 2 pets.

Site Rules: All occupiers of Brook Meadow are expected to abide by the Site Rules as follows:

- Dogs to be kept on a lead and picked up after. There is one field where dogs may run off the lead. Please ask in reception for details.

BBQs are permitted, (disposable ones must be elevated on bricks).

- Fires permitted in fire pits only. Either rent them from reception or bring your own.
- No persons under the age of 18 unless accompanied by parent.
- No loud music at any time
- Quiet after 10pm.
- Please keep to 5 miles per hour (walking pace) when driving to ensure safety of children and pets. Please use parking to improve safety.
- Please do not feed the birds. They are becoming tame which risks them being caught up in fishing lines when they see humans as a free lunch.
- No generators please.
- Please do not leave waste that requires disposal at the tip such as old tent poles.
- Please be respectful to others by leaving the bathrooms clean.
- Please adhere to rules regarding fishing equipment for the welfare of our fish.
- No wild swimming.
- Large groups to be mindful and respectful to others.
- Please inform the site warden, office or call our mobile if anyone's behaviour is unacceptable so we can deal with it appropriately?

Complaints: Brook Meadow endeavour to ensure that everything is to your satisfaction during your stay. Should there be any cause for complaint during the occupation of the property, it must be notified promptly to the management and in the case of a serious problem confirmed in writing.

Terms and Conditions: Brook Meadow reserve the right to change or amend these terms and conditions at any time. We also reserve the right to terminate the agreement/booking within 48 hours of receiving the booking.