

## Dancing Gate Self Catering Holidays Booking Terms and Conditions

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### **Member of Keswick Tourism Association**

Thank you for choosing to book your holiday at Dancing Gate. We look forward to welcoming you. By making this booking you are entering an agreement with us. Please read our terms and conditions of booking below.

### **Prices and Payment**

The price of the accommodation includes the following:

Electricity, linen, cleaning, hot water, central heating, complimentary fuel pack for woodburning stove (September – April)

Towels available for hire at £5 per set per week (set includes 1 hand and 1 bath towel) – must be booked in advance.

Kindling, seasoned logs and coal available to purchase for woodburning stove.

A deposit of £100 is payable on reservation and the balance is due 2 weeks prior to the start date of your holiday. Payment can be made either by cheque or by internet banking transfer. Please read the cancellation policy below.

### **Booking Form**

All guests due to stay in the property must be listed on the booking form. Children of all ages are welcome, however we have no specific young children facilities – cots, highchairs and stairgates must be brought with you if you require them. No single sex groups allowed.

### **Smoking Policy**

This establishment is totally non-smoking

### **Pets**

Well-behaved pets are permitted by prior arrangement.

### **Acceptance of Children**

We welcome children of all ages.

### **Cancellation and Insurance**

By making your booking, our agreement is a legal contract and your deposit is non-refundable. If you cannot take your holiday and the booking cannot be re-let, you are still liable to pay for

the booking in full if it is less than 4 weeks before the start of your holiday when you notify us, even if we have not yet received your balance.

If we do succeed in re-letting the booking, you are no longer liable for the balance, or we will refund it to you if you have already paid it, less a 10% administration fee.

Please note that your deposit is not refundable under any circumstances. We would recommend that you take out cancellation insurance to cover this cost.

### **Non-availability of Accommodation**

We would only cancel your holiday if your accommodation was unavailable for reasons beyond our control. We would however attempt to offer you alternative accommodation. If this was not possible, or unacceptable to you, then we would refund all monies paid by you for the holiday. Our liability would not extend beyond this refund.

### **Arrival**

Your accommodation will be available to you from 4pm on the day of arrival, unless otherwise arranged. We may not be able to accommodate you if you arrive earlier than the agreed time as we will be busy preparing your rooms.

### **Departure**

Please be ready to leave the accommodation by 10am on the day of departure, unless otherwise arranged. We will provide you with an invoice, payable on departure for any additional services you may have used during your stay. Guests are asked to leave the property in a clean condition.

### **Damages and Breakages**

Please take care when staying in our property. You are responsible and liable for any breakages or damages, which you cause, to the accommodation or its contents. All we ask is that you report any incidents as they occur. We do not normally charge for minor breakages, but we may send you an invoice for repair or making good if the damage or breakage is significant, and we may make an additional charge of £25 if you did not report this.

### **Liability**

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

### **Privacy Policy**

Any data collected during the course of this booking will be stored on our computer(s). With your permission we may from time to time contact you about promotions and offers. We will not share your details with any third party.

A warm welcome awaits you at Dancing Gate.