

Self-Catering Accommodation Terms & Conditions

Booking Policy

1. Bookings are accepted once the booking form is submitted or booked via our online booking system, accompanied by a **25% non-refundable deposit**.
2. The remaining balance is payable **30 days before arrival**.
3. For bookings made within **30 days of arrival**, full payment is required at the time of booking.
4. Payments must be made via credit or debit card. **All major credit cards are accepted.**

Arrival & Departure

1. The let commences at **4pm on the day of arrival** and ends at **10am on the day of departure**. The accommodation is for **holiday purposes only** and restricted to the persons listed on the booking form.
2. Electricity, linen, and towels are included in the hire.
3. Guests must take proper care of the property, leaving it in the same **clean and tidy condition** as found on arrival. Any damage or breakages must be reported before departure.
4. Guests are responsible for any damage to the accommodation, its furnishings, fixtures, or fittings caused by their actions or omissions. Repair costs will be charged to the guest.
5. Smoking is **not allowed** in the accommodation. A **£100 cleaning charge** applies if smoking occurs indoors.
6. The property owner reserves the right to enter the accommodation for inspections or repairs at reasonable times.
7. The contract of let is between the hirer and CDLT Management Services Ltd.
8. Guests enjoy unlimited entry to the Gardens and Museum during their stay, within standard opening hours.

Dogs

1. Well-behaved dogs are welcome (maximum **2 dogs per lodge**).
A **£20 fee per dog, per stay** applies. Owners must bring their own dog bedding.
2. Pet fee is payable at the time of booking.
3. Dogs must be kept under strict control inside and outside the accommodation. Owners are responsible for cleaning up dog mess.
4. Dogs are not permitted on furniture or in bedrooms and must not be left unattended in the accommodation.
5. Any trace of animal hair or mess left behind will incur a **£100 cleaning charge**.

Cancellation & Insurance

1. If a guest cancels before paying the balance, the **25% non-refundable deposit** will be retained.
 2. Cancellations made within **30 days of arrival** will forfeit **100% of the total cost**.
 3. Guests are advised to take out **Holiday Cancellation Insurance**.
 4. For insurance purposes, the number of occupants must not exceed the accommodation's capacity.
 5. We accept no liability for death, personal injury, or loss/damage to personal property unless caused by our negligence.
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