

Southwaite Green Terms and Conditions

Please ensure you read and fully understand these booking terms and conditions. The grounds can be wet, muddy and slippery, with sudden drops and running water. The pond is deep and cold. Please take care and keep a close eye on children and animals.

Please report problems or complaints during your stay to allow us the opportunity to resolve them.

Bookings are subject to the following terms and conditions:

- A contract will come into existence when the deposit or full payment is received.
- Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss of the booking.
- A 25% deposit of the holiday cost is payable at the time of booking.
- Bookings made less than eight weeks before arrival date must be paid in full.
- The balance must be paid no later than eight weeks before the commencement of your holiday.
- All cancellations must be notified in writing.
- The customer remains liable for a percentage of the booking cost when a cancellation is received, as detailed below:

| Number of days before the holiday when cancelled | % of booking cost payable |
|--|---------------------------|
| More than 56 days | 0% of the booking cost |
| 15 to 56 days | 50% of the booking cost |
| 0 to 14 days | 100% of the booking cost |

- We strongly advise that you take out comprehensive travel insurance to cover cancellations.
- If your booking is cancelled due to circumstances beyond our control we will refund all payments made to us for your holiday. Our liability for cancellation will be limited to payments made to us.
- The maximum number of persons occupying the property must not exceed the capacity shown on the website. If you wish to invite additional visitors to visit you during your stay, please ask us first.
- Bookings cannot be accepted from persons under eighteen years of age.
- We do not accept bookings for single sex parties.
- We reserve the right to refuse a booking without giving any reason.
- We or our representatives reserve the right to enter the property at any time to undertake essential maintenance, repairs or for inspection purposes.
- Tenancies commence at 4 pm on the arrival date and guests are required to leave by 10 am on the day of departure.
- Smoking is not allowed anywhere in the property.
- Pets – well behaved pets are welcome:
 - Dogs must be kept under control, this is sheep country!
 - Please don't let dogs on the furniture, especially sofas and beds.
 - Guests are responsible for cleaning up after their pets.
 - Please clean muddy dogs outside.
 - Stair gates/ dog cages can be provided.
- Damages and breakages – please report any damage or breakages during your stay. We do not charge for small breakages but please let us know so that we can replace the item.

- Significant loss, damage or extra cleaning costs will be charged to you.
- Please switch off lights and any electrical appliances when you go out – we're an eco-friendly business.
- Please remember to leave keys behind when you leave.
- The owners shall not be liable to you or your holiday party for loss or damage to property, however arising.
- Please unload your car in the yard, then park your vehicles in the car park. Buttermere has a car parking space outside the front door for disabled access.
- Wi-Fi –provision is subject to reasonable and lawful usage.
- Dedicated electric vehicle charging points - £4 per hour:
 - The charging point is for the use of the booking party only
 - We do not guarantee availability
 - Use is at the owner's own risk and we do not accept any liability for loss or damage sustained by you or your EV as a result of using the charger unless the damage was caused directly by our negligence.
 - You shall be responsible to us for any damage to the charging point or loss suffered by us caused by your use of the charging point.