

Terms and Conditions

Welcome. Thank you for choosing to book with Chestnut Lodge.

We look forward to welcoming you to Chestnut Lodge. When you make this booking you are entering into an agreement with us. Please read our terms and conditions.

Prices. This includes self catering accommodation for a maximum of 4 people. We accept the following forms of payment;

Cheque (booking not final till cheque has cleared), bank transfer, paypal.

No pets.

Strictly no smoking.

Pricing & Insurance. Once you have booked your stay your agreement is a legal contract and any deposit you may have paid is non refundable. If you need to cancel please contact us immediately. For cancellations made less than 28 days before start date you will be liable for the total amount of the holiday (unless we are able to resell it). For this reason you may wish to take out cancellation insurance.

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

Arrival. We would be grateful if you could give us an approximate arrival time as we like to welcome our guests.

Departure. 10.30am Please be ready to leave Chestnut Lodge by 10.30am on your departure day, unless otherwise arranged.

Damages and breakages. Please take care with our accommodation. You are responsible and liable for any breakages and damage which you cause to the accommodation or its contents. Please report these as soon 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 is significant.

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.

We look forward to welcoming you to Chestnut Lodge.

Fire Safety & Access Statement

There are two exits. One through the front entrance and one through the utility room.

The windows open very wide & also act as an escape route in case of fire.

Fire extinguisher in the utility room and a fire blanket in the kitchen.