

# *Osprey Lodge – Terms and Conditions*

*(Please retain for your reference):*

- ***A £100 non-refundable deposit must be paid at the time of booking.***
- ***The balance is to be paid no less than 4 weeks before the start date of your stay. If we do not receive the balance within this time the chalet may be re-let. Your deposit will not be refunded.***
- ***Cancellation – if you cancel your booking more than 14 days before your arrival date, you will receive a 100% refund (less the deposit which is non refundable). If you cancel 14 days or less before your arrival date, no refund will be made. We recommend you take out travel insurance to insure against any cancellation you may make.***
- ***Refunds may be given under exceptional circumstances, not including bad weather.***
- ***The park or chalet owners reserve the right to ask any party to leave, or refuse entry onto the site of any person or persons, where in our opinion they are causing noise / nuisance / annoyance to other guests, or not adhering to any other rules or conditions of the site. If this happens, there will be no refund given.***
- ***Weekly lets are from Saturday to Saturday.***
- ***Weekend lets are either 2 or 3 nights and are only available during mid season (except February)***
- ***Check in is from 2pm and check out is 10am on the day of departure.***
- ***All members of the party must obey the safety notices and rules of the park.***
- ***Park reception must be informed of any visitors to the chalet that are not listed on this form.***
- ***Parents/guardians are responsible for their children at all times.***
- ***Take care whilst using barbeques on the decking. Don't place them near the edge of the decking sides. Do not place disposable barbeques directly on the furniture, decking or grass.***
- ***NO SMOKING either in the chalet or on the decking.***
- ***NO PETS are allowed at Osprey Lodge.***
- ***Adhere to the rules detailed in your welcome letter.***