

Covid booking promise valid until 31st December 2021.

In addition to our standard terms, conditions and cancellation policy (below) we would like to give the further reassurance to our guests, that if UK Government imposed restrictions on the holiday cottage/self-catering accommodation effect your stay, outside of our free cancellation notice period. That we would be happy to move your booking and any payments paid to a future date, subject to availability and any additional seasonality/peak period reservation charges.

Gatekeepers Lodge standard terms and conditions

In these terms and conditions “you” or “your” means the person named in the booking confirmation. “We” or “us” means the owners Gatekeepers Lodge, Upper Street, Dyrham, South Gloucestershire, SN14 8HN. “Accommodation” means Gatekeepers Lodge holiday cottage.

1. Your booking

- 1.1. We reserve the right to accept or decline bookings entirely at our discretion.
- 1.2. Your contract with us will begin when we issue you with your booking confirmation and will be based on the terms and conditions set out in this document.
- 1.3. All bookings are confirmed when we issue you with your booking confirmation. Your booking confirmation will detail the Accommodation you have booked, the dates of your booking, the total amount payable for your booking and the dates on which payments are due. We'll issue you with your booking confirmation by email.
- 1.4. You, as the person making the booking, will be responsible for all members of your party. You must be at least 21 years old at the time of booking. You may in no circumstance re-let or sublet the property, even free of charge.
- 1.5. Due to the layout of the property, no parties, over the number of two guests are permitted to stay or visit Gatekeepers Lodge at any time. Guests under the age of 18 are not permitted, unless with prior written approval from the owners.
- 1.6. We can only discuss your bookings (including any changes) with you – we can't discuss your booking with another member of your party, unless you give express consent in writing for us to do so.

2. Paying for your Accommodation

- 2.1. For bookings made two weeks or more in advance, you must pay us 30% of the total amount payable for your booking at the time of booking. We must then receive the balance by the date set out in your booking confirmation (which will generally be 14 days before the start of your stay).
- 2.2. For bookings made less than 2 weeks in advance, you must pay us the total amount payable for your booking at the time of booking.
- 2.3. If you don't make any payment by the date it is due, we'll remind you by email or telephone. If you fail to make the relevant payment within 14 days of the due date, we'll assume you want to cancel your booking. If this happens, your booking will immediately be cancelled and the cancellation charges set out in Section 4.3 (“If you want to cancel your booking”) will apply.
- 2.4. We accept payment by Credit & Debit Card and PayPal.
- 2.5. Keys and check in instructions will only be given once, payment is received in full and damage/security deposit or credit card preauthorisation of £250 is received. Please see section 10 for more info.

3. Pricing for our Accommodation

- 3.1. All prices given in our brochures, by telephone, on our website or in any leaflets do not include VAT. As Gatekeepers Lodge is not VAT registered. If our VAT requirement changes, we reserve the right to change our prices accordingly.
- 3.2. All prices given in our brochures, by telephone, on our website or in any leaflets include any charges for water, gas, electricity, and oil that may be applicable to the Accommodation selected.

4. If you want to cancel your booking

- 4.1. Your contract with us is a contract for the provision of leisure Accommodation on a specific date or dates and this means that you do not have a statutory right to change your mind and cancel the contract. We do, however, offer you the right to cancel your contract subject to the provisions of this Section 4.
- 4.2. If you wish to cancel a confirmed booking you must let us know by email or in writing as soon as possible and, in any event, prior to the first day of your booking. Your booking will be cancelled with effect from the day we receive your email or written notification and will be subject to the cancellation charges set out in Section 4.3 below.
- 4.3. Our cancellation charges are calculated according to the time between when we receive notification from you that you wish to cancel your booking and the start of your booking. Our cancellation charges are set out below:

Period	Cancellation Charge
More than 30 days prior to arrival	No Cancellation Charge
30 days or less prior to arrival	Booking Deposit (normally 30% of total booking charge)
14 Days or less prior to arrival	100% of the total booking charge

4.4. If you cancel your booking after the booking start date, we will not issue you any refund for any remaining nights of your booking. To clarify, this includes when you cancel your booking for any reason outside of your reasonable control, including without limitation, inclement weather and illness. We strongly recommend you take out holiday insurance to compensate you in these circumstances.

5. If you want to change your booking

- 5.1. If you want to change any detail of your confirmed booking you must let us know, by email or in writing as soon as possible.
- 5.2. Whilst we'll do our best to accommodate you, we can't guarantee that we'll be able to meet any request for changes. Please note that it's not possible for us to change bookings 14 days or less days prior to the start of your holiday. Any reduction in the

number of nights will be treated as a partial cancellation and cancellation charges calculated in accordance with clause 4.3 may apply.

5.3. If we do change your booking, we reserve the right to any administrative/payment method fees to a maximum of £25 to cover the costs we incur in making the change to your booking. You may also need to pay us any additional Accommodation costs due as a result of the change due to seasonality or peak demand – we'll confirm the amount of any additional Accommodation costs due at the time we change your booking.

6. If we need to change or cancel your booking

6.1. Your booking will not be cancelled by the owner except in exceptional circumstances beyond our control. Notification will be given of the cancellation as soon as possible and we will promptly refund all payments made for your holiday. Our liability for cancellation will be limited to payments made to us.

6.2. We recommend that you obtain appropriate travel insurance for all members of your group. This should ideally cover illness, cancellation and injuries during your stay.

7. Special requests

7.1. Special requests must be requested at the time of booking. Whilst we'll do our best to accommodate you, we can't guarantee that we'll be able to meet any request.

8. Visitor standards and behaviour

8.1. You'll be provided with a welcome folder at your Accommodation that contains important information about your stay with us. Please ensure that you and your party read the welcome folder on arrival.

8.2. You must only use the Accommodation for the purposes of your holiday. You must not use the Accommodation for any other purpose, including for any business purposes, without our prior written consent.

8.3. You must keep the Accommodation and its contents clean and tidy and leave them in the same condition as when you arrived.

8.4. You mustn't use the Accommodation, or allow it to be used, for any dangerous, offensive, noisy, illegal or immoral activities. You must not cause any nuisance or annoyance to any neighbours or anyone else during your stay.

8.5. Smoking is not permitted in any part of your Accommodation. Please note smoking includes use of vapours and/or e-cigarettes. You and your party must not smoke inside your Accommodation. Vaping or smoking anywhere inside the premises will result in immediate termination of occupancy and forfeiture of all payments including damage deposits.

8.6. If your Accommodation has an open fire, stove or wood burner, you must comply with the instructions found in the welcome folder, particularly regarding the appropriate fuel to use for your safety. If there is no open fire, stove or wood burner you must not create your own anywhere at the Accommodation.

8.7. Pets are not accepted. This must be strictly adhered to and any damage or extra cleaning caused by pets will be at the expense of you. Pets within the property will result in immediate termination of occupancy and forfeiture of all payments including damage deposits.

8.8. Flying of drones, fireworks, firepits or Chinese lanterns at your Accommodation and/or on any Gatekeepers Lodge land is not permitted.

8.9. You should not charge an electric vehicle from the Accommodation unless a designated electric vehicle charging point has been provided. Much of the Accommodation is of a historic nature and the supply inside the Accommodation may not support the charging of an electric vehicle.

8.10. Please note that if you do not comply with the standards and behaviours set out in this Section 8 we may need to exercise our rights under Section 13 ("Our right to evict").

9. Maximum occupancy for your Accommodation

9.1. You must ensure that the maximum number of persons occupying the Accommodation does not exceed the maximum occupancy limit of 2 persons. We do not accept children without prior written approval. Only those listed on the booking form can occupy the property. You must not bring additional camp beds to the Accommodation or allow tents, caravans or campervans at the Accommodation without written permission from the owners. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.

9.2. No parties or events – the maximum number of persons using the accommodation at any time must not exceed (2 persons) We set maximum occupancy limits in line with the facilities, space and equipment available at the relevant Accommodation and in order to comply with applicable health and safety and regulatory requirements. As such, we reserve the right to require you to leave the premises (without any compensation or refund) if you exceed the maximum occupancy limits as described in this Section 9.

10. Damage deposit and damage to the Accommodation or its contents

10.1. In making a booking you accept responsibility for any theft, breakage or damage caused by you, pets or any member of your party to the Accommodation or its contents and agree to indemnify us in full for any loss that we may incur as a result. A security deposit of £250 is required prior to arrival and will be returned within 7 days of the end of your holiday, less the cost of damage/breakages/loss of revenue from future reservations. We reserve the right to claim from you further damages or liabilities over the £250 deposit.

10.2. If you discover that anything is missing or damaged on arrival at your Accommodation you must notify us immediately. If you don't notify us, we'll assume that you caused the relevant damage or loss, and we reserve the right to deduct it from your damage deposit.

11. If you have a problem or complaint.

11.1. We take care to ensure that our Accommodation is of a high standard. However, if you have any problems with your Accommodation, please contact us immediately and give us the opportunity to resolve it. Please contact our team by telephone on the details in the welcome folder or by email at gatekeeperslodge@outlook.com We'll work with you to ensure that any complaints are investigated and resolved as promptly and efficiently as possible.

11.2. In considering any complaint we will take into account whether we have been given the opportunity to investigate it and put matters right.

11.4. Please note that we will not tolerate any written, verbal or physical abuse towards any of our staff or representatives.

11.5 The owners are not responsible for the loss of any personal belongings, vehicles or valuables of the guest.

12. Our rights of access

12.1. We or our representatives reserve the right to enter the property at any time to undertake essential maintenance or for inspection purposes or if there is an unforeseen problem, to investigate a complaint you have made, or to perform certain routine property checks.

13. Our right to evict

13.1. We may terminate our contract with you and ask you to leave your Accommodation immediately (without any compensation being payable) if:

13.1.1. we consider that you or your party have committed a breach of these terms and conditions;

13.1.2. we consider that your or your party's behaviour endangers the safety of our staff;

13.1.3. any complaints are made of anti-social or unacceptable behaviour against you or your party;

13.1.4. you or your party cause an unreasonable amount of damage to the property or its contents; or

13.1.5. you exceed the maximum occupancy limit for your Accommodation.

14. Events beyond our control

14.1. We will not be responsible for any failure to perform our obligations under these terms and conditions that is caused by an event outside our control.

14.2. An event outside our control means any act or event that is beyond our reasonable control, including, without limitation, severe weather event, drought, fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster, strikes or industrial action by third parties, terrorist attack or threat of terrorist attack, war or threat of war, civil commotion, riot, invasion, or failure of public or private telecommunications networks.

14.3 The owner shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building or grounds. No compensation will be given for any temporary outage of electricity, gas, water, internet connection or television service.

15. Some practical information for your stay

15.1. Your check-in and departure times will be set out in your booking confirmation. Normally, check-in is available from 2pm on the first day of your stay and departure is required before 11am on the last day of your stay. Special request check in/out times may be requested, and we will do our best to accommodate. If you do not leave the Accommodation by the required departure time we reserve the right to charge you for an additional night.

15.2 We generally operate a self-check in policy, though on occasion we may meet you at the property. Key instructions are only given, once full payment and damage/security deposit or credit card preauthorisation is received.

16. Entire Agreement

16.1. This agreement constitutes the entire agreement between you and us and supersedes and extinguishes all previous promises, representations and undertakings.

16.2. No one other than a party to this contract shall have any right to enforce any of its terms.