



Lakeside Lodges

Terms and Conditions

Thankyou for booking a cabin at Bosworth Lakeside Lodges, we look forward to welcoming you.

Our guests' enjoyment and safety is paramount and therefore we ask you to read the following Terms and Conditions before making your booking.

Restrictions

We pride ourselves on being a family orientated park; we only accept bookings from family groups and couples over 25. We are unable to accept bookings from non family groups. No single sex parties are allowed (unless as a couple).

Please be aware that from time to time we may have organised groups onsite i.e. Duke of Edinburgh and scouting organisations. These are closely supervised and will not affect your stay with us.

Please note the maximum occupancy of the cabin for your stay is as you booked and confirmed on your confirmation.

Cancellations / Amendments

A minimum of 14 days written notice (letter or email); in advance of arrival date will be required from anyone wishing to cancel their booking.



If more than 14 days notice is given, the booking may be re-arranged to another available date within the season or alternatively a refund can be given minus £5.00 administration charge.

Cancellations within 14 days of customer's arrival date will not be transferable or refunded.

Customers are advised to have insurance cover in the event of cancellation. Refunds cannot be made for any amendments made to the booking on arrival or during stay.

No Shows

Failure to arrive without satisfactory explanation or written cancellation being received will receive no transfer or refund.

If no notification is given and the cabin is not occupied by 11:00am on the day following the day of expected arrival, we reserve the right to re-let the cabin with payment forfeited.

Extended Stays

Extensions can be arranged, subject to availability.

Prices and Payment

All published prices include VAT and are subject to change without prior notification. The total amount paid is the same however you pay. E&OE.

We accept payment by cash, credit, and debit card.

A £150 security deposit is payable on arrival via a "hold" on a credit or debit card, the funds will be released within 7 days of departure, we will withhold amounts where excessive cleaning or breakages have occurred.

Arrival / Late Arrivals

Your arrival is welcome from 4.00pm onwards. On arrival please check in at the reception where you will be asked to confirm your details.

Access to the park will not be permitted until payment is received in full.

Except by prior arrangement, we cannot guarantee the cabin will be ready prior to 4pm. Reception is open until 6pm on weeknights (8pm on Friday), 7.00pm on Saturday and Sunday.

If you wish to arrive after this time please notify Reception by telephoning 01455 291876 so that appropriate arrangements can be made with our warden.



Breakages / Damage

Please report all breakages or damage to reception ASAP so we can arrange appropriate repair and replacement for the next guests.

Warden

Our warden can be found on pitch number LS1 (main season only), they are there to assist you outside of our normal office opening hours.

When the office is attended, we kindly ask that you direct all questions or concerns to the office in the first instance.

Pets

Pets are permitted in **Mallard lodge only**, this must be pre-booked and is not available to book on arrival, if your booking is for Drake Lodge please do not arrive with pets as they will not be allowed to stay under any circumstances.

Pet policy

1. Pets are restricted to Mallard Lodge only.
2. Maximum of 2 pets per booking.
3. Fee of £39 per pet per booking.
4. No banned breeds allowed to stay under any circumstances.

Rules

- Owners are to provide their own bedding, bowls etc.
- Pets are not allowed in bedrooms.
- Pets are not allowed on soft furnishings.
- If possible, please crate pet when left alone.
- Noise, any persistent barking resulting in complaints from neighbouring lodges will result in the pet having to leave.
- Mess, there are dog walking areas on site, please ensure all mess is cleared up and put in any waste bin.
- Refund of the deposit will be within 7 days; we will withhold this if excessive cleaning is necessary, or we find pets have been in the bedroom or on soft furnishings.

Fires / BBQ's

BBQs are not permitted on the veranda; you are welcome to BBQ in the park grounds around the lake.

Departure

All cabins must be vacated by 10am on the day of departure.



No refunds can be given for departing nights early.

To assist the turnaround we would appreciate it if all beds were stripped and the laundry placed in the basket provided and the fridge etc emptied into the waste bin.

General Rules and Regulations

No ball games on the caravan site.

Drive Slowly – A strict 10mph speed limit is enforced on all areas of the site.

No Swimming – A separate children's paddling area is provided on the main beach.

The playing of loud music is strictly prohibited, any person found to be spoiling the enjoyment of other guests will be asked to leave and no refund given.

Quiet time is 11pm-7am no noise is permitted between these hours.

Liability

Anyone found defacing or causing damage to any building, equipment or property of the park faces immediate eviction and or prosecution. The person names on the booking will be responsible for and charged for any damage/breakages/loss caused by themselves or their visitors to the pitch or to any park facilities or to other customers' property.

Your vehicles and their contents and accessories are left at your own risk. Bosworth Lakeside Lodges or its staff shall not be liable for the loss, theft or damage of any property whilst they remain on the park nor for any injury, accident or mishap to any person in the park, unless caused or contributed to by any negligence or default on the part of Bosworth Lakeside Lodges or its staff.

Customers must ensure that their property is secure and fully insured for any unforeseen eventuality.

Data Protection

All the information taken at the time of booking is collected for the purpose of processing your booking at Bosworth Lakeside Lodges, all data is kept and secured via a 3rd party under GDPR guidelines.

We hope you enjoy your stay with us.

