

July 2023

Booking Terms & Conditions

These booking terms & conditions are inclusive of the site rules.

When you make this booking you are entering into an agreement with us (**see below**). The person who makes the booking (the Hirer) must be 18 years of age or older, and will be responsible for all persons declared, and should ensure that they are aware of the booking terms and conditions.

We aim to provide the very best service to all our guests. Please discuss your requirements with us, and we will do our best to help. Our full access statement is available to view on our website.

Our Agreement

A contract (our agreement) is formed when we receive the required payment (either the required deposit or the full amount due for your holiday) and you have received a confirmation. This will be deemed to be 24 hours if sent electronically, and within 7 days if sent by post. If you do not receive a confirmation within these timescales, please contact us immediately. Our agreement incorporates the entire content of the current Terms & Conditions, & our site rules, which you have had full access to on our website, prior to making your reservation either online or by telephone. Copies of these documents will be sent to you with your booking confirmation.

Your booking is personal to you. You cannot transfer it, or assign it to any other person. If you request a booking for any more than 2 people, we may ask you to provide evidence that you are all couples or members of the same family. You must tell us if your booking request is connected to another booking, and you share a common purpose in visiting the site.

1. Payment Details

If your booking is less than 28 days away; your card will now be charged with the full balance. If your booking is more than 28 days away; your card will now be charged with a deposit of 20% of the total cost. The outstanding balance will be charged to your card 28 days before your booking starts. Your booking will be deemed to be cancelled if the outstanding balance is not been paid 28 days before your booking starts, unless subject to prior agreement. If the balance is not paid on the due date, then we may cancel your holiday, and retain the booking deposit as a cancellation charge. We will confirm the cancellation to you by email. We will securely store the debit or credit card details until 7 days after your departure in a way which is PCI DSS compliant. We will send you an email or letter to confirm the booking and to let you know the amount of the outstanding balance.

2. Damages & Breakages

You agree to pay the cost of any damages, or extra cleaning costs, due to misuse, up to a maximum of £100. Please take care with our properties. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. Please report these as soon as they occur. We do not normally make a charge for minor breakages. All bookings are accepted on the condition that the properties are left clean and tidy, and all breakages, and damages, are paid for by the person who made the booking. We reserve the right to temporarily hold £100 on your debit or credit card prior to arrival, & charge your debit or credit card for any damages, including those discovered immediately after your departure.

IMPORTANT: PLEASE NOTE: The hot tub water is checked every day. Any hot tub that needs to be shut down during your stay due to misuse (e.g. failing to take a shower before use) will incur a £50 charge, as the tub will need to be emptied and refilled. This process can take up to 16hrs, i.e. drain the water, change the filter, re-fill, and re-heat the water up to the required temperatures

3. Prices

The price of the accommodation includes the following: Electricity, Linen, Cleaning, Hot water, Central heating, & use of The Spa at Armathwaite Hall Hotel. Additional Spa sessions can be arranged during your stay, prior to your arrival, or after your departure, subject to availability, at a charge of £20 per person. Arrival and departure times cannot be amended due to extra Spa sessions.

4. Pets

We do not allow pets.

5. Cancellation & Insurance

Once you have booked your holiday, our agreement is a legal contract and your deposit is non-refundable. If for whatever reason you cannot take your holiday, you are still liable to pay our cancellation charges, as set out below. Please note that your deposit is not refundable under any circumstances, unless subject to changes caused by exceptional circumstances. For this reason we strongly recommend that you take out cancellation insurance.

Changes caused by exceptional circumstances

We may make reasonable changes to our services. Our changes may reflect changes in relevant laws, guidance, and regulatory requirements, or implement minor technical adjustments and improvements, for example to address the health & safety risk.

Other cancellations

We prefer that customers who are unable to take their holiday agree to postpone to a mutually convenient date. However, you may cancel your holiday at any time. Cancellation will be effective on the date that it is received by us. Cancellation charges are outlined in the table below.

Notice of Cancellation Days (or which you are deemed to have cancelled) i.e. non payment of outstanding balance	Cancellation Charges
More than 28 days	Full deposit (20% of total cost)
Less than 28 days	100% of total cost

6. Availability of Accommodation

If we make changes which mean that we can only provide your holiday in a radically different way, we will give you the choice between confirming your booking, agreeing new booking dates with us, or cancelling.

We prefer that you postpone rather than cancel, but will always allow you to cancel where the law gives you the right to do so. If you decide to cancel we will give a full refund of all monies paid for your holiday.

7. Arrival

Your accommodation will be available to you from the time stated on your booking confirmation, on the day of arrival, unless otherwise arranged. Please do not try to arrive any earlier – we will still be busy preparing your accommodation, and won't be available to welcome you. Early arrivals may be pre-arranged, subject to availability, at a cost of £10 per hour (including administration fees). The maximum adjustment time is 2 hours from our stated arrival time.

8. Departure

Please be ready to leave the accommodation by the time stated on your booking confirmation, on the day of departure, unless otherwise pre-arranged. Please try to leave the accommodation as clean as possible. Late departures may be pre-arranged, subject to availability, at a cost of £10 per hour (including administration fees). The maximum adjustment time is 2 hours from our stated departure time. An additional charge may be charged for any unscheduled late departures.

9. Occupancy

Children are welcome over the age of 10 years. We regret that we cannot accept Stag & Hen type groups, or any more guests than the number stated on your booking confirmation, without prior arrangement. No lodge is to be used for sleeping a number of persons greater than the number for which it was designed. You will be asked to sign a registration form upon arrival, this will include a damages authorisation.

10. Damage, Loss & Misuse

If in the opinion of the Owner any person is not suitable to continue their occupation of the property because of misuse or damage. The contract may be treated by the Owner as discharged and the Owner may repossess the property immediately. The Hirer will remain liable for the whole cost of hire and no refund shall be due.

11. 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 or our employees or contractors whilst acting in the course of employment.

12. Behaviour Standards

These standards will apply from when you request your booking until your holiday ends. Unless stated otherwise, they apply whether or not you are on the site at the time. You agree to, and you must make sure that you, your party and any visitors (including, in each case their children) keep to the following standards of behaviour:

To act in a courteous and considerate manner towards us, our staff and anyone visiting, using or working on the site including other customers.

To supervise children so that they are not a nuisance or danger to themselves or other people using the site.

Not to:

Commit any criminal offence (whether or not on the site or in its vicinity) which causes your name to be entered on the Violent and Sex Offender Register or causes you to be subject to a Risk of Sexual Harm Order or Child Abduction Warning Notice (or any register, order or notice succeeding these);

Use the site in connection with any criminal activity or commit any other criminal offence (i.e. any offence not already subject to the previous clause at the site or in its vicinity);

Commit any acts of vandalism or nuisance on the site;

Use fireworks, Chinese lanterns, or any similar open flame heat source on the site;

Keep or carry any firearm or any other weapon on the site;

Keep or use any unlawful drugs on the site;

Create undue noise or disturbance or commit antisocial behaviour on the site;

Carry on any trade or business at the site.

Permit anyone who is to your knowledge on the Violent and Sex Offender Register or subject to a Risk of Sexual Harm Order or a Child Abduction Warning Notice (or any register, order or notice succeeding these) to use or visit the site;

You agree that if you or any of your family members or visitors or guests whom you have invited to the site break the behaviour standards listed above then we may terminate your booking.

Cancelling the booking due to breach of behaviour standards

We may cancel your holiday if you are in serious breach of your obligations in these Terms & Conditions, and the breach is not capable of being remedied or is such that causes a breakdown in the relationship between you and us (for example violence or intentional damage to the property) by serving upon you reasonable notice in writing to cancel your booking. In deciding what period of notice is reasonable, we shall have due regard to the nature of the breach and other relevant circumstances. In appropriate cases, this may mean requiring you to leave the site immediately.

If we cancel your booking due to a breach in behaviour standards, you will only be entitled to a refund if we are able to re-let. In that event we will refund you up to the money we receive for the rebooking less our reasonable administration charges.

13. Any data collected during the course of your booking will be processed in accordance with the law and our privacy policy.

These site rules are in place for the good management of Limestone Lodges, and the benefit of all who use it. These rules form part of the contract between us for your holiday. They should be read alongside your booking terms & conditions.

The site rules do not affect anything to which you are entitled under the booking terms & conditions.

The expression 'you'/'your' refers to all members of your party.

You must make sure that anyone using the site is aware of the site rules.

You are reminded that we may cancel your holiday if you are in serious breach of your obligations, including these site rules.

1. Safety

You must use the site safely and should not cause danger to others.

You must obey all health & safety notices displayed on the site and act on the reasonable instructions of park staff in matters of health & safety.

2. Security

You are solely responsible for securing the lodge.

3. Hot Tub Safety

You must follow the procedure for the use of the hot tub and all the separate rules applicable to the tub. The rules and procedures are displayed at the tub, and are also available in the information packs.

4. Permitted Number of Occupiers

Your lodge may not be used for sleeping a number of persons greater than the 'maximum sleeping capacity' stipulated in your booking confirmation; if no number is stipulated then it may not be used for sleeping a number of persons greater than the number for which it was designed.

5. Lodge Users

Your accommodation may only be used by the people named on the booking form.

6. Visitors to the Lodge

Only people lawfully visiting with our permission have permission to enter the site. It is your responsibility to ensure that your visitors and all occupiers of your lodge adhere to the site rules.

7. Ejection on Grounds of Behaviour

In the event of persistent or serious misconduct by you, or a member of your party, we do not have to follow any formal procedures to evict you or them.

8. Smoking

You must refrain from smoking or using e-cigarettes inside your lodge.

If you are found to be smoking in your lodge, you may be charged a £50 cleaning fee. This would be a serious breach of your contract with us, which may lead to you being required to leave the park.

You are responsible for keeping the area around your lodge clean & tidy. i.e. removing cigarette ends, cans & bottles etc.

9. Washing

You may only use the washing lines provided on site. Each lodge has a washer/dryer. Please do not hang wet items on the balcony, or on radiators.

10. Refuse

You must not deposit refuse outside your lodge. You must use the refuse bins provided. Recycling bins are provided on the site, and you should use these where appropriate.

You must not feed wild birds or animals.

11. Vehicles, Driving and Parking

We permit cars onto the site for the purposes of access to the accommodation only.

Driving on the site is restricted to the site roads.

You must drive all vehicles on the park carefully.

You must hold a full current driving licence to drive any vehicle on the park.

There is a speed limit of 10 mph which must be adhered to.

We allow a maximum of 2 motorised vehicles to be parked alongside each lodge.

Motorhomes/touring caravans cannot be parked alongside any of the lodges.

Electric cars cannot be charged at the park by any means.

You must not park anywhere except in the permitted parking spaces.

Visitors' cars must be parked only in the allocated parking spaces for visitors, or in any space which the people they are visiting allow them to use in their place.

You must not park anywhere except in the parking space allocated to you.

You may park not more than 2 cars at your lodge.

You must not park on the grass or roadsides.

You must park and move off, with great care for pedestrians and particularly for children.

12. Behaviour

You should respect the privacy of other users of the site, and keep the noise to a minimum between the hours of 10pm & 8am.

You must keep away from any vacant lodges.

You may only consume alcoholic drinks within the boundaries of your lodge.

You must not use a drone, powered model aircraft or any other powered flying object on the site.

You must not use any Chinese lanterns, fireworks or similar.

13. Pets

Dog cats and other pets are not permitted on the site.

Nothing in these park rules prevents you or any member of your party from bringing an assistance dog to the park, or from using the dog exactly as at home, if this is required to support a disability and Assistance Dogs UK or any successor body has issued an Identification Book or other appropriate evidence.

14. Children

We do not accept children under 10 years of age on the site.

Children must be supervised whilst on the site and are the responsibility of their parent or guardian during their stay, and whilst using the hot tubs.

Children under the age of 16 should not be left unsupervised in the accommodation or on the park.

15. Fire Precautions

You must ensure that all occupants of your lodge are familiar with the location of the fire points and the contents of the fire notices displayed at each point.

You must not store fuels or combustible materials other than removal containers on the site.

16. Accommodation

We reserve the right to enter your accommodation at any time for any reasonable purpose, for example to undertake checks, maintenance work or housekeeping. Your occupation is not exclusive.

You are responsible for the contents of the accommodation whilst it is let to you. If you leave the accommodation in a messy or untidy state, you will be charged for the extra cleaning at an hourly rate of £15 per hour. All damages or losses are chargeable and should be reported to us before your departure or you will be sent an invoice. Only one key is supplied per holiday lodge and there is a £5 charge for lost keys or each Spa membership pass.

We reserve the right to make a reasonable charge to you for any damages, missing items or extra cleaning, including damage to other guests' property.

17. Lost Property

For any lost property please contact us as soon as possible as any lost property will be disposed of after one month.