

Terms and Conditions

Agreement: The Agreement/Booking for holiday rental shall be between the person making the booking and Laxfield Lodges. The person making the booking agrees to take full responsibility for the property/contents and payment of any rental fees or damages.

Booking/Deposit/Payment: Bookings will be held provisionally until the payment due date shown on the Booking Confirmation Letter. A deposit of 25% of the rental price is required at the time of booking. (If booking for arrival within 8 weeks, then payment must be made in full.) The balance must be paid in full 6 weeks prior to arrival. Cheques made payable to Laxfield Lodges. Failure to make payment by due date will result in your booking being cancelled. All deposit payments are non-refundable.

Cancellation/Changes to Stay: Cancellations should be notified immediately. We will do our utmost to re-let a Lodge. If full payment has been made and we are successful in re-letting your Lodge we will refund your payment less the deposit and an additional admin fee of £10. If the Lodge is not re-let, no refund will be paid. All deposits are non-refundable. Our booking arrangements do not include holiday insurance. We therefore recommend that you take out 'Holiday Cancellation Insurance' to cover yourself in the event that you cancel or terminate your holiday unexpectedly.

Period of Hire: Prices quoted are per Lodge, per week or short-break on a self catering basis. Week (7 nights) Friday-Friday, short-break; weekend (3 nights) Friday-Monday and mid-week (4 nights) Monday-Friday. Lodges available from 4:00pm on arrival day and vacated by 10:00am on departure day. Included in hire all bedding & towels, electric, heating & water, cleaning products, t-towels, free WiFi and welcome parcel.

Occupation of Lodges: The number of guests occupying the Lodge must not exceed that stated at the time of booking. At all times care should be taken of the property and its contents. All breakages or missing items will be charged for. On departure Lodges are to be left clean & tidy, dirty bed linen and towels to be placed in the bath. Rubbish should be bagged-up and recycling left in the bin provided. Laxfield Lodges reserve the right to issue an additional fee to the person who made the booking of up to £100 for lodges left in a poor state.

Smoking is not permitted inside the Lodges

Pets are not permitted inside the Lodges except Lodge 2 and small dogs only on approval of the Owners prior to arrival

Behaviour: Guests are expected to behave in a courteous manner to the owners, staff and other occupiers of the Lodges. All guests agree not to commit any criminal offence at Laxfield Lodges. Guests must respect other occupiers and not cause a noise nuisance. Children must be supervised at all times.

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Late Arrivals: Guests are asked to inform Laxfield Lodges of their planned arrival time. If guests are planning to arrive after 9:00pm arrangements must be made in advance to gain entry to their Lodge.

Parking: Vehicles must be parked in the designated parking area for a Lodge and must not be left where they can obstruct the roadway. Emergency repairs only to vehicles are permitted on site. Please obey all signs.

Advertised Facilities: Laxfield Lodges aim to make available all equipment and facilities as advertised at all times. In the event of breakdown etc we shall try and rectify as soon as possible. No refund of monies will be made.

Liability: Laxfield Lodges accepts no liability for damages to a person or their personal property other than proved negligence to us. Guests are responsible for their personal property.

Lost Property: The return of lost property after departure will incur a minimum charge of £10.

Privacy: The information guests provide is for our own use only and will not be passed onto any third parties.

Laxfield Lodges reserve the right to amend these terms and conditions at any time.