



Please note we are a small family business and your booking is very important to us. Our margins are not great and we invest heavily back into the property so these terms and conditions are designed to be fair to both parties and therefore “Direct bookings” are subject to the following terms and conditions:

- * To secure your booking, a non-refundable deposit is required.
- * Full payment is required at the time of booking if your stay is less than 6-weeks from the arrival date.
- * The remaining balance must be paid in full 6-weeks before your stay. You will receive an email with a payment reminder a few days before the balance is due.
- * Once your balance is received it is non refundable however if you wish to cancel we will endeavour to re-sell the date for you and re gain as much of your funds as possible. We will keep you posted during this process.
- * If the balance is not paid by the due date, we reserve the right to re-let the accommodation and retain the deposit.
- * We strongly advise that you take out comprehensive travel insurance to cover cancellations. If you choose not to, then you accept responsibility for any loss that you may incur due to your cancellation.
- * Your booking will not be cancelled by The Keepers Lodge, 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.
- * A contract between you and The Keepers Lodge will come into existence when payment is received and a booking confirmation is issued showing the confirmed holiday dates. The contract binds you & all the members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.
- * We or our representatives reserve the right to enter the property at any time to undertake essential maintenance or for inspection purposes – we will agree this with you if required (e.g. water leak, electricity problem).
- * We 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, water, internet connection or television service.