



Terms and Conditions

Terms and conditions apply to all guests and members of their party. It is the responsibility of the guests to ensure that each member of their party is aware of the terms and conditions and responsibilities enclosed within.

The owners reserve the right to cancel a booking without compensation or refund should any guests not act in accordance with the terms and conditions stated below.

Arrival and Departure

A standard booking is from Monday to Monday or Friday to Friday, although short breaks are also available Monday to Friday or Friday to Monday. With the aim of preparing the Lodges between guests we kindly ask for you to arrive after 4:00pm and before 8.00pm and leave by 10:00am on the date of your departure. If for any reason you should be arriving late in the evening we would be grateful for you to inform us.

Bookings and Payment

Please fill in our online booking form. We will then contact you to arrange for payment over the phone. Please note: there is a 3% charge for credit card transactions, but no charge for debit card transactions.

Please be aware mixed groups or all male or all female groups will be asked for a £200 security deposit per lodge and a £50 security deposit for pets which is payable by a pre Authorisation card, Debit/credit card on arrival. Once the lodge has been checked and cleaned on departure the deposit will be refunded subject to the condition the lodge has been left in.

Cancellations

Cancellations are requested immediately due to the high interest in the lodges and enabling us to re-let them. The initial deposit is non-refundable and if re-letting the lodges is also not possible then any payment already received will be sacrificed. If wherever possible a booking can be rearranged then it is to the owner's discretion to arrange supplementary dates and additional fees where applicable.

It is recommended that **Cancellation Protection Insurance** be acquired. These conditions will also include harsh weather conditions where you may not be able to travel to Oaklands Country Lodges.

If in the event of a local disease epidemic of any sort, the right to cancel a booking is to the owner's discretion.

In the unlikely occurrence of your booked lodge becoming unavailable due to situations out of our control, every attempt to provide an alternative lodge or nearby accommodation will be made; failing this, an entire refund will be made.

Any complaints must be made known to the owners immediately. No complaints will be entertained after the end of the hiring or after the guest has departed.

Changes by you

After booking, if you need to make changes to a booking such as a change of dates, this will be subject to a £25 administration fee. Changes are only possible before the balance payment is due. All changes after the balance due date will be subject to our cancellation policy.

Consideration for others

The lodges are in a quiet location and you are requested to pay due consideration to your neighbours and avoid night noise, particularly outside. TV's and music must be kept on a low volume and must not be audible outside the lodge. Children must be supervised inside as well as outside your lodge at all times.

Additional Information

The owners cannot accept responsibility or liability for the loss or damage to guests' property or for personal injury.

Any damage caused to any of the facilities is to be reported to the owners promptly. For any damage, losses or additional cleaning which may be required, we reserve the right to charge for, regardless of the manner in which they were caused. Should any of this take effect we require payment immediately to cover costs.

The number of persons occupying a log cabin must not exceed the number of which is stated on the booking. It is strictly forbidden for the sub-letting of the cabins.

The owners retain the right to have admission to the cabins at any sensible time, whenever possible giving notices.

The owners reserve the right to deny the hand over of the keys to the cabin to the guest if it is rationally supposed that any damage is probable to be caused, or can reclaim the cabin if damage has already been caused. Should these circumstances occur, no refunds would be given.

Should a collapse in public services arise, for example: water or electricity, the owners will not accept responsibility, nor for any claims against nuisance or difficulty in reaching the destination. (See cancelations)

Please ensure that children do not explore the farm or surrounding area unsupported. There are vehicles and tractors working on the farm on a daily basis and it can be very dangerous. To add to this, cattle, sheep and other livestock also reside on the farm and are occasionally moved around.

As the lodges are in a countryside environment with farm animals close by, the lighting of fireworks and lanterns are strictly forbidden anywhere on the premises.

Guests are reminded that firearms of any sort are forbidden on the premises.

Should the situation arise that a guest has or has recently had a contagious or infectious medical state; the owners have the entitlement to refuse or cancel a booking should it be deemed necessary. The owners must be informed at once should any condition form within one month of arriving at Oaklands Country Lodges, or if one does arise during your stay.

Travel cots and highchairs are available on request at no additional charge but must be booked in advance. Bedding for the cot is provided (all bedding is washed in Non-Bio powder). If you have special requirements, please feel free to supply your own.

Facilities

There may be occasions when advertised facilities and equipment may be unavailable due to breakdown, malfunction, or other reasons. The management of Oaklands Country Lodges will try to rectify any malfunction as quickly as possible. But no refund of any or all of the money paid by the customer will be made.

Oaklands Country Lodges cannot guarantee hot tub temperature on your arrival due to water renewal. On the morning of departure the hot tubs cannot be used after 8am to allow cleaning to take place.

In the event that your Hot tub needs a water change during your stay a charge of £50 will be made.

General

The cabins are no smoking buildings, while smoking is authorised outside on the decking area. Please make certain to fully extinguish your cigarette and dispose of the ends in the bucket provided.

Mobile phone reception is usually good for most networks, although it can be variable. A landline telephone is available in the farmhouse on request if it is an emergency.

Cleaning

To maintain our high standards please leave our lodges in a clean and tidy condition. Cleaning is not provided during your stay.

We reserve the right to charge for excessive cleaning where accommodation has been left in an unacceptable condition.

Fires

Apart from the external barbecue provide, no fires are permitted. Under no circumstance must the barbecue be stocked up with firewood or coal.

Pets

Pets are only prohibited to stay in the Hideaway cabin; this is for the concern of future guests. It is the understanding of the particulars of the pets that are to be known to the owners prior to the booking that they should be authorised to stay.

Pets are not allowed on any of the furniture, including tables and chairs, settees, beds and work surfaces.

It is the dog's owner's responsibility to clear up any dog fouling before departure.

It is the duty of the guests to clean up after their pets, any extra cleaning required will be charged for.

If pets have been on beds or furniture mud/hair/excessive pet hair on the floors left or dog fouling there will be a £50 charge.

Pets must always be kept under control and supervision and never to be left in the cabin unattended, exercised on a lead by an adult.

Please note: we cannot guarantee that pet-free lodges will be free of allergens.