

### **Booking terms Cleveleymere**

We want to make sure you have thoroughly enjoyable stay, so, if there is anything you need to know, please don't hesitate to ask all the staff **we are here to help**.

We have a strict Guests booked in the lodges only policy, sorry no day visitors are allowed in any circumstance. . (We want to maintain safety and privacy for all our guests & animals)

Please be aware that Cleveleymere has a 24 acre lake, large river, streams & ponds. Needless to say, there are inherent dangers, particularly for children. We would strongly advise guests to take care and sensible precautions when using the facilities & grounds. Cleveleymere takes the safety of its guests very seriously. Therefore we ask that guests who stay in our properties take a few moments to think about their safety at the lodge. In particular:

Check the layout of the holiday lodge, so that in an emergency you can get out quickly and easily.

Check the locations of the fire extinguishers and fire blanket & contact numbers.

Check the location of the first aid box (in the main reception).

Look out for the glass patio doors, steps, balconies & walkways which can be slippery.

Look out for any steep drops in the areas and ensure that children are properly supervised.

Life jackets are compulsory & must be worn at all times on any watercraft. Under no circumstance wear wellingtons on any watercraft. Life safety rings are available and are clearly visible in the deck area of each lodge and around the sides of the lake and in prominent positions. Helmets are supplied for the Mountain bikes and must be used at all times. Do not take the mountain bikes off site.

Do not swim in the lake. Do not swim or fish in the nearby river. Ensure only 4 Guests or 2 adults 3 children use the boats at one time. Do not use boats at dusk or night. Please ensure only children use the play areas up to the age of 12 years old & are supervised at all times.

Ensure complementary fire pits are used on the designated fire pits ONLY around the lake especially not on the BBQ's at the lodge.

Do not use any faculties under the influence of alcohol or immediately after eating a meal. Always supervise children.

If you have any concerns about the safety of the property, equipment or facilities, please contact our reception immediately. We want you to have a safe and happy holiday at Cleveleymere - A few minutes to follow some simple precautions could make the difference between a holiday enjoyed and a holiday spoiled.

We will do everything we can to help those in your party with special requirements by recommending lodges that are suitable - just let us know at the time of booking. Therefore, we would strongly advise you to discuss any particular needs that you may have with our sales staff prior to booking.

If you are unsure about access around the lodge and grounds please read our access statement

Facilities are been up dated all the time and are subject to change.

### **Complaints/queries**

Great effort is made to maintain high standards of furnishing and fittings at Cleveleymere. On the very rare occasion when you may experience a shortfall in housekeeping or maintenance, please call our reception on 01524 793644 / 07711055544 during your stay so we can minimise any inconvenience, discomfort or dissatisfaction.

**Cancellation/Refund Policy**

No refund within 90 days of arrival

180 – 91 days 33% of the total booking charge