

WINDERMERE MARINA VILLAGE

2009 BOOKING TERMS & CONDITIONS

1. A deposit of 1/3 of the total cost is required to confirm bookings made more than 6 weeks in advance, with the balance due 6 weeks prior to arrival. Full payment is required for bookings made less than 6 weeks in advance.
2. If at any time before the start of your holiday, you wish to cancel for any reason the rental is due in full and payment will be sought. Any legal fees that are incurred in pursuing payment will be borne by you. If you confirm your cancellation to us in writing, we shall seek to relet the property at the best possible price but not necessarily at the advertised tariff or website price. If successful, we will normally return the balance of rental to you less an administration fee of £50 plus VAT
3. If your break falls in two seasons, the tariff will be calculated on the basis of the majority of nights.
4. **For bookings of 6 nights or more electricity is charged at the end of your stay.** Electricity in the Apartments is charged at a flat rate. Cottage electricity is individually metered and charged on departure. Please call our reservations department for more information. Electricity is included in short breaks up to 5 nights.
5. **Check-in time is between 4.00 pm and 5.30pm and check out is before 10.00 am on the day of departure.** Our Reception is open 9.00 am to 5.30 pm seven days a week. Please advise by telephone if you expect to arrive late as alternative arrangements are available. All out of hours arrivals must report to Reception as soon as possible during the next office hours.
6. All other extras are to be paid on check out.
7. Each property is limited to a maximum occupancy. This is determined by the number of beds plus one infant under 2 years in a cot. For safety reasons, this number may not be exceeded.
8. **All properties are non smoking.**
9. **A limited number of our properties allow dogs** at an additional charge of £30 per dog. If you are bringing your pet/s with you the following terms and conditions apply:
 - A. We allow a maximum of two dogs per cottage.
 - B. Dogs are not permitted on the furniture.
Please do not leave your dogs unattended in the property.
 - C. Dogs must be kept on a lead within the Windermere Marina grounds.
 - D. Please ensure you clean up after your dogs on-site.
 - E. Owners will be held responsible for any damage caused to the property or its content by their dogs.
10. **One car parking space is allocated adjacent or outside each property.** Additional parking is available on site, however this cannot be guaranteed during busy periods.
11. **Open fires or BBQ's are not permitted on balconies/terraces or any other part of the Marina** except the designated BBQ area available on the edge of the lake.
12. The lead name on the booking form is responsible at all times for the behaviour of the guests in the party. We respectfully request that all users of Windermere Marina Village make **no noise or disturbance between the hours of 11pm and 7am.**
13. **A £50 housekeeping deposit is payable when you check in.** The credit/debit card or cheque will be held until after your departure. The credit/debit card or cheque will not be banked provided the property is left in an acceptable condition. Please note - For arrivals outside office hours the credit/debit card details provided for the booking will be held as a housekeeping deposit.
14. In making a booking you are agreeing that if necessary a deduction may be made from your housekeeping deposit at the discretion of Windermere Marina Village Limited, we will notify you of the reason and amount of any deduction made.
 - A. We expect that guests take good care of the property, keep it clean and tidy throughout their holiday and leave it clean and tidy upon their departure.
 - B. Any breakages or damage should be reported to Reception as soon as reasonably practical after they have occurred.
 - C. The lead name on the booking form is held responsible for the behaviour of the party and for the condition in which the property is left at the end of the stay.
15. Should your accommodation prove unavailable due to circumstances beyond our control we will, where possible, offer an alternative property or failing this a full refund.
16. All persons using any part of the company's Marina premises or facilities for whatever purpose, and whether by invitation or otherwise, do so at their own risk, in respect of injury, loss or damage to persons or property including vehicles and vessels. Except to the extent that such injury, loss, theft or damage may be caused by the negligence or wilful act of the company or those for whom the company is responsible.
17. Guests are welcome to use the mooring facilities. Please book this in advance. Fees should be paid with the full balance of the cottage rental. All power driven vessels must be registered for use on Lake Windermere. Please contact the Lake Warden on 015394 42753

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