



## **TERMS & CONDITIONS – STAYING AT DUKE'S LODGE**

### **Arrivals**

Please note, we request that you do not arrive before 4pm to allow time for cleaning the property prior to your arrival. If you wish to be able to get in earlier please contact us and, if possible we will try to arrange it.

Please ring us about an hour before you arrive, so that we can come and welcome you and show you round.

### **Departure**

Departure time is 10am on your final day. Please let us know in advance if you wish to leave before your appointed day.

Please leave the property in a clean and tidy condition, washing up done or in the dishwasher, and fabrics and furnishings left in the condition that you found them.

### **Insurance**

Guests are responsible for the insurance of their own property.

### **Breakages**

All items that are damaged, broken, or lost should be notified immediately. Whilst we do not expect minor items to be paid for, malicious or negligent damage will be charged to the guest.

### **Party Size**

The number of people occupying the property shall be no more than that agreed in your booking. Please let us know if you expect extra people visiting during your stay.

We reserve the right to terminate your stay if you or members of your party are believed to be causing a nuisance or are not treating the property with due respect.

### **Smoking**

Smoking is not allowed anywhere in the house. All butts should be picked up, not left on the ground outside. Extra charges will be levied for clearing up and cleaning to remove the smell, if smoking occurs in the house.

### **Sanitary material & nappies**

Please be considerate to our cleaners and our drains, by making sure that all sanitary waste and nappies are put in a disposal bag and placed in the bin - never down the toilet. We have a septic tank system and if it is blocked by waste and has to be cleared, a charge will be levied.

### **Fireworks & Candles**

Strictly no fireworks are allowed anywhere in or on the property. Candles are only allowed outside.

### **Children**

Please make sure that children treat the property with respect. This includes not climbing the trees, damaging the plants in the garden or throwing stones and gravel onto the lawns. Please do not leave



litter in the grounds.

**Access**

The owner reserves the right of access to the property and grounds to make good any repairs that become necessary.

The owners may at times need access to the grounds during your stay to undertake gardening tasks. They will always try to make this at a convenient time and cause as little disturbance to your stay as possible.

**Risk**

The owners cannot accept liability for loss, damage or injury to the hirers, their property, vehicles, pets etc. or for personal injury, howsoever caused.

**Shortcomings**

Please notify the owners as soon as possible of any shortcomings, so that prompt remedial action can be taken.

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