

Rays Retreats Tattershall Guest Terms and Conditions

These Terms and Conditions are here to protect the rights of the guests and the holiday homeowners, please read them very carefully, as you are entering into a legally binding agreement.

Ensure you have access to them for your holiday. Please also double check the home you have booked as we cannot accept responsibility for mistakes.

BOOKING TERMS AND CONDITIONS LEGAL DISCLAIMER

The Contract entered is between Rays Retreats and the person making the holiday booking (the lead hirer, who must be over 18 years old) and all the other members of your party as notified by you (the hirer). This contract is for short term holiday let only. The contract is only effective once the booking form is received.

You are required to check the confirmation carefully.

PAYMENT

A payment of £100 secures the date you wish to booking (with an additional deposit amount in peak holidays), this will be taken off your holiday final balance. The cost of the holiday is due 4 weeks before the start of your holiday. Failure to make payment in full on receipt of invoice will result in your holiday date being resold, the £100 deposit paid will not be refunded. For bookings made less than 4 weeks before arrival, full payment is required when reserving your dates. We also accept payment by Bank Transfer.

CANCELLATION

The booking will be cancelled if

1. Payment is not made within 4 weeks of arrival.
2. The deposit will not be refunded under any circumstances unless the caravan owner is unable to provide the caravan for the required period and is unable to provide an alternative date.
- 3) If cancelled by you before the holiday the full cost will be lost, including the deposit.

A partial refund may be offered if the holiday is resold at the discretion of the owner

PERIOD OF LET

The Let will commence at 3pm on day of arrival and will terminate by 10am on day of departure. The property is let for holiday purposes and only to the persons named on the booking form. Upon departure the accommodation should be left in a clean condition and the keys returned to the key safe box and a text to let us know that you have departed.

ARRIVAL TIME

Please do not arrive before the agreed arrival time of 3pm unless prior arrangements have been made with the Owner, you are likely to be refused access. Arrival times are in place to allow for cleaning and making sure everything is ready for your arrival and stay.

UPON ARRIVAL

Please check the lodge on arrival for any existing damages or faults, if anything is found that you deem unsatisfactory or wrong then please contact us, our details will be provided. Please send us a photo of any damage or faults on arrival and we will make arrangements to rectify any issues for you ASAP. Doing this will protect you if something is found after you vacate. If you accidentally damage something while staying please also contact the Owner immediately to give us chance to replace or repair before the next guest's arrival.

PRIVATE INSURANCE

The Owner's Public Liability Insurance only gives limited protection. Your home insurance may cover you and your belongings whilst you are on holiday. It is unlikely to cover: Accidents, Medical Expenses or Losses due to delays or cancellation. We strongly recommend that you take out Travel Insurance to cover these exemptions. These policies are available quite cheaply from most insurance brokers e.g. [Money Supermarket](#)

PUBLIC LIABILITY INSURANCE

Names and ages of all persons staying in the lodge are required to our validate insurance. Only named persons may stay in the lodge otherwise any insurance claims will be invalid. Changes to approved guests may be made at the discretion of the lodge Owner. Non-approved guests will be denied access to the lodge or if they have been given access all guests will be asked to vacate the lodge immediately unless the lodge Owner has been asked in advance.

Arrival and Departure

We understand that things happen, which may mean the holiday has to be cancelled. We always recommend that you have appropriate cancellation and travel insurance for your holiday. If you are forced to cancel the holiday booking due to unforeseen circumstances you must inform us of any cancellation immediately. We shall not be liable for you cancelling your holiday due to adverse weather conditions, strikes, transport problems, illness or death. However, we will offer refunds to all customers if the Gov imposes another complete lockdown in relation to COVID-19.

BOOKING ALTERATION

We reserve the right, in the interests of safety or any other reason beyond our control to cancel or alter arrangements made for you. In this unlikely event we guarantee to return to you any payment/charges made in full including the deposit.

If we have a request from you to change the dates of the booking after confirmation has been issued, subject to the change being requested more than 6 weeks prior to the commencement of the holiday and have availability for those new dates there will be no charge for the change in booking.

GUEST NUMBERS

Under no circumstances may more than the maximum number of persons, as stated by us occupy our lodge. Names, addresses and ages (if under 18) of all people staying at our lodge need to be given prior to arrival via our booking form. Admittance may be refused if this condition is not observed. The Owner also reserve the right to refuse or revoke bookings from parties which may in its opinion prove unsuitable as a result of their behaviour or otherwise for/in/at of our lodge.

SUBLETTING

Subletting the lodge is strictly prohibited without the Owner's prior consent.

CARE OF THE PROPERTY

You and the members of your party are responsible for taking care of the property during your stay including its security. All windows and doors must be locked when you are not in the property. Please be respectful of our property and our possessions, we ask that guests leave the lodge in the same state it was when they arrived. Any items moved must be returned to their original position. All equipment and contents must be left clean and tidy on departure (except bed linen/towels (tea towels and hand towels) to be laundered) and bins emptied and rubbish correctly disposed of on the way out of the park at the designated rubbish/recycling points. Any damages or breakages in the property are the joint responsibility of you and the member/s of your party that have caused the damage or breakage. The cost is payable upon demand and, subject to any incurred losses. Minor breakages are not usually charged for being reasonable wear and tear but the hirer must report any damage before departure.

FIRE SAFETY EQUIPMENT AND NAKED FLAMES

Safety equipment, such as Smoke Alarms or Fire Extinguishers must not be tampered with, including removal of batteries from smoke alarms. Naked flame products, such as Candles and Barbecues, must not be used inside the lodge. Extra care must be taken when siting gas BBQs to ensure the lodge, decking, hot tub or outdoor furniture is not damaged by the heat.

There is a brick area to put disposable BBQ's on away from the wooden and plastic decking areas, please do not put these on the grass!

ELECTRICAL SAFETY

Do not use any damaged electrical products, all our electrical items are checked on a regular basis and PAT (Portable Appliance Tested) annually. However, if you do notice a damaged appliance do not use it, faulty equipment must be reported immediately to the lodge Owner. You must not use any equipment you do not consider to be in a perfect condition. Do not use damaged or frayed phone/tablet charging cables. Do not leave electrical appliances on charge when the lodge is empty.

Electrical Cars are not permitted to be charged from the units, if guests are found to be charging vehicles, they will be charged for the use of the electricity. There are charging points in the main car park of Tattershall Lakes

GAS SAFETY

Our lodge has a gas hob and gas central heating, please ensure that the gas hob is turned off correctly after use (also see fair use policy). In the event of a gas leak vacate the property and alert neighbouring lodges, ring the lodge Owner.

GAS BOTTLES

If you run out of gas during your stay please give us a call immediately and we will rectify the issue for you asap.

UTILITIES

All utilities (Gas, Water & Electricity) are included in the overall cost, on a fair-use basis.

In the event of excessive use, such as leaving heating on all the time, without the Owner's prior consent, you may be charged an excess to cover the additional charges incurred by the Owner for additional gas bottles, site reset fees, etc. If you are unsure how to use any of the equipment provided then contact the Owner immediately. Do not attempt to use anything that you are unsure about.

IMPROPER USE OF EQUIPMENT

The Owner will not be considered liable for any injury caused by improper use of any equipment.

ACCIDENTS OR NEAR MISS REPORTS

Any claims of injury or a near miss must be reported immediately to the lodge Owner. Accident claims will be thoroughly investigated by our insurance provider and prosecution may be sought in the event of fraudulent claims.

SMOKING POLICY

We operate a no indoor smoking policy, no smoking of any kind inside the lodge (inc vaping). In the event of any member of the party breaching the smoking policy we will make a charge for additional cleaning and damage caused as a result. Smoking is not permitted on the decking area due to it being susceptible to cigarette damage (composite decking) although vaping is permitted on the decking area. Smoking of cigarettes or cigars is allowed on the driveway, please dispose of your cigarette/cigar butts responsibly.

LOST KEYS

A £50 charge will be levied if keys are taken from the property on departure, this is to cover the cost of replacement locks to be fitted.

WILDLIFE

Please do not feed the seagulls or other birds. This can be dangerous and create unnecessary mess which can be deemed toxic or poisonous. It can also cause risks and nuisance to others on the site.

RIGHT OF ENTRY

The lodge owner/appointed tradesmen reserve the right to enter the property at any reasonable time for the purpose of emergency repairs should they become necessary. They will obviously respect your right to privacy and confidentiality and accommodate any reasonable request as to timing or arrangements in this. The property must be securely locked when you and the members of your party are out and care taken not to expose the property to any fire risk or other risk such as flooding. Candles (or naked flames) are not to be used within the lodge or on the decking area/hot tub area. You and each one of the members of your party are responsible for acting in a responsible manner during the holiday period. The Owner reserve the right to retake possession of their lodge at any time for any reasonable reason and in particular where serious misconduct has arisen in or around the property.

EVENTS & ENTERTAINMENT PASSES

We as third party, hold no responsibility for activity programmes, dates, times, changes to prices or closures made by Away Resorts. Entertainment passes are not included in the price of the holiday, these must be purchased separately. Away Resorts have now put on private owners to purchase Entertainment Passes on behalf of private guests.

PURCHASING ENTERTAINMENT PASSES

As a luxury self-catering accommodation provider, we do not offer package holidays, meaning that if our guests require Entertainment Passes these must be purchased separately through us (as Away Resorts have insisted).

Please note that we as private owners make no money from Entertainment Passes (commission or otherwise) and we do not charge our guests for the additional administrative burden that Away Resorts have placed on private owners. We have to purchase Entertainment

Passes for our private guests as Away Resorts have decided they do not want to sell them to private guests directly.

The Entertainment Passes we purchase on behalf of guests are sold on at cost price, it is Away Resorts who are responsible for setting the 'peak and off peak periods' and prices. Any complaints regarding Away Resorts pricing, facilities, events, food or drink etc should be taken up with Away Resorts.

Rays Retreats take no responsibility for Away Resorts facilities nor are we connected to Away Resorts in any way other than private owner whose lodge are sited on their land.

RAF CONINGSBY

We hold no responsibility for local RAF Coningsby aviation noise from low flying aircraft, sorties are conducted during day light hours and occasionally during periods of darkness.

FOOTWEAR

Please be careful of the footwear you are wearing while in the lodge. Shoes like stilettos and other heels can cause damage to the flooring, vinyl and decking areas. You WILL be charged for the replacement costs should this occur.

EVICTION WILL OCCUR WITHOUT COMPENSATION IF

- You have pets or guests staying that have not been disclosed.
- If you have over the maximum occupancy of the lodge staying (6 + baby in travel cot)
- You cause a nuisance to other guests in the park. (loud music, arguing, shouting)
- Anyone is found smoking inside the lodge.
- Anyone is found with illegal drugs or substances on site.
- You breach any of the site rules.

LOST PROPERTY

Any property left by guests after their departure in the lodge will be held for 3 months then disposed of by giving to a local charity shop. If notified by the hirer the Owner (or if the Owner discover items left behind) we will return any items at the request and cost of the hirer. Items will be returned via courier at the hirers expense.

DESCRIPTIONS

Rays Retreats make every effort to describe our lodge fairly but also anticipate possible changes. All information in our brochures and on the website is given in good faith and is correct at the time of publication, however the Owner cannot be responsible for changes beyond their control or which may become known after publication without reasonable opportunity for updating the website.

COMPLAINTS PROCEDURE

You must inform the Owner immediately if a problem arises and every effort will be made to rectify it as soon as possible so that you enjoy the rest of your holiday. In the event of

breakdown of domestic appliances, plumbing, wiring, or any unforeseen occurrence or circumstance the Owner will not be required to pay any compensation, expenses of any kind.

EARLY DEPARTURE

If you leave the lodge before the agreed departure date, you will not receive any compensation, unless we as the Owner have failed to provide the advertised holiday. Situations beyond the control of the Owner will not be considered as fair reason for refund.

TATTERSHALL LAKES HOLIDAY VILLAGE

The lodge Owner is not responsible for any of the services and facilities provided by Tattershall Lakes. The site Owners may vary services and facilities at short notice.

PET POLICY

We welcome up to two medium sized well-behaved dogs to accompany our guests during their stay. A charge of £30 is payable for the second dog and the first is free. Pets must not be allowed on the furniture, not be allowed in the bedrooms, nor be left unaccompanied in, or around the property. Guide dogs are always accepted. Pets must be declared when booking.

DISPUTES AND HARASSMENT

In the event of a dispute then a third party may be consulted in order to resolve matters. Repeated/abusive telephone calls, text messages, written correspondence or other contact will not be tolerated. By agreeing to these terms, you are accepting liability for any additional costs incurred as a result of any breach of these T&C's.

DATA PROTECTION

You hereby consent to the processing and storing of personal details as recorded on this form as defined in the Data Protection Act in compliance with UK GDPR.

If you have any queries or questions regarding these Terms and Conditions, please do not hesitate to contact us