

## TERMS & CONDITIONS

**Thank you for choosing to book with Lattendales. We look forward to welcoming you.**

When you make a booking you are entering an agreement with us. Please read our terms and conditions of booking below.

### **Prices:**

The prices quoted include accommodation and breakfast. We will require a deposit equivalent to the first nights stay to secure the booking.

We accept the following forms of payment: cash, cheque with bankers card, debit cards, credit cards.

### **Pets:**

Pets are not permitted.

### **Cancellation and Insurance:**

Once you have booked your stay, our agreement is a legal contract and any deposit you may have paid is non-refundable. If you need to cancel, please contact us immediately. For cancellations made up to 7 days before your booking you will not be liable for the total balance. For cancellations made after this time or by failing to take up the booking without cancelling, you may be liable for the total amount of accommodation booked, if we are unable to re let the accommodation. For this reason you may wish to take out cancellation insurance, which is inexpensive and can be obtained from any good broker.

### **Non-availability:**

We would only cancel your booking if your accommodation was unavailable for reasons beyond our control. We would attempt to offer you alternative accommodation, however if this was not possible, or unacceptable to you, then we would refund all monies paid by you. Our liability would not extend beyond this refund.

### **Arrival:**

Your accommodation is available to you from 4 PM. on the day of arrival, unless otherwise arranged. Please note our latest arrival time is 10PM.

### **Departure:**

Please be ready to leave your accommodation by 10 AM. on the day of departure, unless otherwise arranged. Your balance for the accommodation and any extras or services taken during your stay is payable on departure.

### **Damages and Breakages:**

Please take care with our accommodation. You are responsible and liable for any breakages, damages or losses which you cause to the accommodation or its contents. Please report these as soon as they occur. We do not normally charge for minor breakages, but we may send you an invoice for repair or making good if the damage or breakage is significant. Please note the consumption of take away food is not permitted in guest bedrooms. Lattendales is totally non smoking.

### **Liability:**

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

### **Data:**

Any data gathered during the course of this booking may be held on computer but will not be shared with third parties.

**We sincerely look forward to welcoming you to Lattendales and hope you understand the need for terms and conditions are a requirement for all accommodation providers approved by Cumbria Tourism.**