

Our booking conditions for renting Robinsons Tarn are as follows:

In these Booking Conditions “we”, “us”, “our” & “the cabin” means Robinsons Tarn. We, as owners of Robinsons Tarn will arrange the booking directly with you. When you book Robinsons Tarn through us you enter into a contract with us as owners of the property. Nothing in these Booking Conditions affects your normal statutory rights.

Your booking is always subject to availability. We do not have a live booking system, so please either email or phone us to see if the week you require is free and we will get back to you as quickly as possible.

Estate facilities are closed from mid-November to end of December.

Prices DO NOT include bed linen or towels - please bring your own. Duvets and pillows are provided.

Price is for property, not per person.

Please let us know at the time of booking if you intend to bring a dog with you. This information should be included on the booking form in the space provided. Dogs must be pre-booked and are not to be left unattended in the chalet. First dog incurs no extra charge. Second dog incurs £10 additional cleaning charge. Please contact us for a further additional dog, we may consider 3 dogs in total at our discretion.

No smoking.

Price includes electricity (all year) and access to pool and leisure facilities (March to mid-November only). Lost passes for access to facilities are charged at £10 to replace.

If we believe that breakages to the property or contents, or the behaviour of the party is unreasonable, you will be asked to leave, and the booking treated as a cancellation.

Playing of music or other noise which is audible in nearby accommodation is not permitted after 10 PM.

We are not liable for any loss or damage incurred, caused by any electricity failure or power surges.

Whilst we do our best to make sure steps and surfaces are clear, due to the woodland setting, road surfaces, pathways, steps and decked areas can be slippery, especially during damp and wet weather. Please use all areas both inside and outside the cabin with caution and at your own risk.

By returning our booking form and paying the deposit, you are deemed to have accepted our booking terms and conditions as stated here and on our website www.langdalelogcabin.co.uk. Please visit our website to keep up-to-date with these.

You will be notified of the keycode number to the chalet approximately 2 weeks prior to your arrival. This will be changed periodically to maintain security, but we are not liable for any unauthorised entry via this method, and recommend care is taken by yourselves to secure any valuables whilst staying in our cabin.

Please ensure the key in the keycode box is replaced prior to your departure and the number jumbled. Any missing keys will be charged for. There are two additional keys inside the chalet. We recommend returning the key to the keycode box after initial entry.

Bunk beds used at renters discretion. No liability is accepted by us in the use of the bunk beds. Bunk beds are 2'6" wide and so considered suitable for children under 12.

The party leader must be at least 18 years of age at the time of booking and must be authorised to make the booking on the basis of these Booking Conditions by all other members of the holiday party. By making the booking, the party leader confirms that he/she is so authorised & that all other party members agree that the booking is subject to these Booking Conditions. The party leader is responsible for making all payments due to Robinsons Tarn. Your booking is made as a consumer & you agree that no liability can be accepted by the Owner for any expenses, costs, losses, claims or other sums of any description which relate to any other business, howsoever suffered or incurred by you.

When we as owners of Robinsons Tarn issue a written confirmation (see below) to you, this signifies that we as Owners have entered into a contract with you, which is subject to these Conditions. As Owners we maintain the right to refuse any booking prior to the issue of your written confirmation.

When you receive your confirmation, the details must be checked carefully by you & if anything is not correct, you should tell us immediately. Please note we will provide you with your written confirmation either by post, or by email. If you book with us online, we will acknowledge receipt of your booking & then provide your confirmation to you by email. If you book by post or telephone we will send your confirmation to you by email unless you advise us at the time of booking you would prefer it to be provided by post. All references to “your written confirmation” therefore means confirmations provided by post, or by email as applicable. It is your responsibility to check your emails regularly & to advise of any change to your email address.

PAYMENT

Paying for your rental of Robinsons Tarn.

A deposit of £100 is due when you book Robinsons Tarn.

We will then send you confirmation as soon as reasonably possible showing your booking details & the balance of your total holiday cost which must be received by us no less than 6 weeks before your arrival date at Robinsons Tarn.

If you book less than 6 weeks before your arrival date, payment of your total holiday cost is due straightaway.

It is important that you are fully aware of our cancellation policies so we ask that you refer to the sections on Cancellations below for full details regarding cancellations.

If any payment you make to us is not honoured for any reason whatsoever (i.e. bounced cheque), we will be entitled to make an administration charge of £25.

If any payment due in relation to your booking is not paid by the appropriate date, we will assume that you wish to cancel your booking. In this case, we will be entitled to keep all deposits paid. We will however as a courtesy endeavour to send out a reminder to you before we finally cancel your booking in the event of not having heard from you. However if we do not send out a reminder, payment is still due and failure to pay will be considered a cancellation.

CANCELLATION CHARGES OR CHANGES

to your booking by us.

Once everything is confirmed we would not normally expect to have to make any changes to your booking, but occasionally problems occur & bookings have to be changed or cancelled. If this does happen, we will contact the party leader by telephone or email as soon as is reasonably practical, explain what has happened, & inform you of the cancellation or change.

If a significant change has to be made & the change is not acceptable to you or your booking has to be cancelled you will be entitled to cancel your booking & receive a full refund of all monies paid to us.

Except where otherwise expressly stated in these Booking Conditions, we shall not be liable, jointly or individually, for any changes, cancellations, effect on your holiday, loss or damage suffered by you or for any failure by us to perform or properly or promptly perform any of our respective obligations to you which is due to any event(s) or circumstance(s) beyond our reasonable control. (referred to as "force majeure" in these Conditions). By way of example, force majeure includes fire, flood, exceptional weather conditions, epidemics, destruction or damage of the property by any cause (other than negligence by us) & all similar situations. In appropriate cases (for example where your booking has to be cancelled before departure due to force majeure) we will, however, refund to you all monies paid to us by you for your booking. No compensation, expenses, costs or other sums of any description (including without limitation the cost of securing an alternative property/ accommodation) will be payable in such circumstances by ourselves to you.

CHANGES OR CANCELLATION OF YOUR BOOKING

– by you

If you want to change your booking once your confirmation has been issued we will endeavour to assist but please bear in mind that changes cannot be guaranteed. Where changes can be made an administration fee of £25 may be payable (once any change has been made) together with any other resulting costs (for example any increase in price).

If you have to, or wish to, cancel your booking, the party leader must communicate with us as soon as possible. If the cancellation is received and acknowledged by us more than six weeks before your holiday is due to start then your deposit will be forfeit. If you cancel less than 6 weeks prior to the holiday then the full balance remains due and is not refundable. We strongly recommend that you take out suitable holiday insurance. If you choose not to do so then you accept responsibility for any loss that you may incur due to your cancellation.

USE OF ROBINSONS TARN

You may arrive at our property at any time after 2:30pm on the start date of your holiday rental & you must leave by 10.00am on the last day.

You & all members of your party agree both to keep the property clean & tidy & to leave the property in a similar condition as you found it upon your arrival.

You & all members of your party further agree not to use the property for any commercial purpose, including without limitation assigning or subletting it or otherwise allowing anyone to occupy it who has not previously been accepted by us.

You are responsible to us at Robinsons Tarn for the actual costs of any breakage or damage in or to the property - along with any additional costs that may result - which are caused by you &/or any members of your party, & we ask that you let us have a list of breakages so that we can secure from you monies to replace the items.

We will be entitled at our absolute discretion to ask you to leave the property if we believe that breakages to the property, fixtures & fittings, furnishing & decorations or the behaviour of your party are unreasonable. These circumstances will be treated as a cancellation of your holiday stay.

You also must not allow more people than we stipulate (i.e. 6 people excluding infants) to occupy Robinsons Tarn. If you do any of these above mentioned things, we can refuse to hand over the property to you, or can repossess Robinsons Tarn & if we do, this will be treated as a cancellation by you. In these situations no refund of any monies you have paid in respect of your booking will be made & we will accept no liability to you as a result of this situation arising (including for example any costs or expenses you incur due to not being able to occupy the property, such as your incurring the cost of securing an alternative property/ accommodation or the payment of any compensation to you). We will also not be obliged to find any alternative accommodation for you.

Dogs and other pets are not allowed on beds or furniture. Pets should not be left unattended in the property, & the behaviour of dogs is entirely the responsibility of their owners. You are liable for any claims which may arise as results of the behaviour of your dog or other pet.

Customers with allergies should be aware that dogs or other animals or a smoker (NO SMOKING ALLOWED IN CABIN) may have stayed in our cabin & we cannot accept any liability for any suffering which may occur as a result of such having been present.

You must allow us (including workmen) access to the property at any reasonable time during your occupation of the property. In cases of emergency or where a problem needs remedying quickly & you cannot be contacted in time we will be entitled to enter the property at any time without giving you prior notice.

Our web site aims to ensure that the information provided by us to you is accurately conveyed. Whilst every effort is made to ensure the accuracy of our marketing material at the time of publishing changes & errors occasionally occur. In particular, there may be small differences between the actual property & its description, as we are always seeking to improve services & facilities. Occasionally, some problems could mean that some facilities or services become unavailable or subject to restriction that are beyond our control and for which we accept no liability. We will, however, use our best endeavours to notify you of any changes to or inaccuracies in any information contained in our material as soon as we become aware of the change or inaccuracy.

The smoke alarm must not be disconnected at any time.

LIABILITY

We, as owners of Robinsons Tarn, shall have no liability for any death or personal injury unless this results from our proven negligence. It is incumbent on you & your party to take all necessary steps to safeguard your personal property and safety. No liability is accepted by us in respect of damage to, or loss of, such personal property except where the damage or loss is caused by our proven negligence.

The walks in our folders have been carefully researched but no liability for loss or injury arising from these walks is accepted. All participants on a walk should satisfy themselves as to their physical capacity to undertake the walk and take all necessary steps to ensure their safety.

COMPLAINTS

Every effort has been made to ensure that you have an enjoyable & memorable holiday. If, however, you have any cause for complaint we are anxious that remedial action is taken as soon as possible. It is therefore essential that you contact us immediately if any problem arises so that it can be speedily resolved. If you cannot contact us, or if you remain unhappy with our response, & you feel that the problem has not been resolved to your satisfaction, then the party leader must, within 30 days of returning from your holiday rental, put your complaint in writing to us & we will do our best to resolve the situation.

COMMUNICATING WITH YOU

For the purposes of the Data Protection Act 1998, Robinsons Tarn is the sole data controller of all personal data provided to us by customers & prospective customers. In order to process your booking we need to collect certain personal details from you, for example names & addresses of party members.

We also need to process & store your personal details for our own administration, market analyses & operational reviews.

LAW

The contract between you & ourselves is subject to English law.

It is agreed that any dispute you may have with us will be dealt with by the Courts of England and Wales only.