



Terms & Conditions

Important holiday information

Retreats

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.

Before your Holiday

Arrange travel insurance

It is highly recommended that you arrange Travel Insurance to cover all guests. This will help protect you if you need to cancel your holiday as the owner may not refund you if they are not responsible for the cancellation.

No Reselling

Only those named on the booking form will be allowed in the holiday home. The holiday cannot be resold in any circumstances.

Cancellations

If you cannot pay the deposit or balance of the holiday, or you are unable to honour the booking for any reason whatsoever, then please contact us immediately we may be able to help. You may need to claim on your insurance to obtain a refund of any monies paid.

Cancellations charges

Should you wish to cancel the following charges will be applied.

- 1 weeks or less 100.00 % of the booking cost
- 2 weeks or less 80.00 % of the booking cost
- 3 weeks or less 60.00 % of the booking cost
- 4 weeks or less 40.00 % of the booking cost

The damages deposit will always be returned in the event of a cancellation.

The booking deposit is non-refundable.

Towels

Towels are not provided so please bring your own. Bedding is all included, and beds are freshly made before your arrival.

Hot Tub Disclaimer

The hot tub disclaimer must be completed, returned, and accepted at least 1 week before your holiday. Failure to do so will mean you are forbidden from using the hot tub for the duration of your holiday.

Tattershall Lakes Facilities and Services

- Check the opening times and facilities available for your stay on the [Tattershall Lakes website](#)
- Access to Tattershall Lakes facilities and services requires passes, these are NOT included in our pricing. These can be purchased separately from Guest Services
- Services like electricity, water and sewage are responsibly of the park. If you have any issues with these please contact our housekeeper (see below)
- RAF Coningsby is next to Tattershall Lakes and training flights do occur; these can be loud but amazing to watch. Night flying does happen on occasion, the dates are available on their [website](#).

Track & Trace

You will not be able to gain access to the facilities and park without completing the parks electronic Track and Trace forms. Before arriving at Tattershall Lakes, please visit the link below and complete our tracker form. <http://www.awayresorts.co.uk/tracker>



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Arriving at the Holiday Home

Arrival

Your check in time is 4pm, if you arrive earlier you will either be denied access, fined, or evicted. The arrival time is there to allow for cleaning and to ensure everything is ready for your stay.

The keys are available from a secure lock box on the premise, the code will be sent to you on the day of arrival.

Check the holiday home

If you find anything wrong, please contact the holiday homeowner immediately. This will protect you if things are found after you leave that you knew about.

If anything is damaged during your stay, please contact the holiday homeowner immediately so that they can arrange repair before the next guests.

During your Holiday

Keep the holiday home clean and secure

You have a responsibility to leave the holiday home as you first find it. Prior to your stay the holiday home will be thoroughly cleaned. Always ensure that doors and windows are locked when you are not in the holiday home.

Use of gas & electricity

The provision of gas and electricity for use is given on the understanding these will be for fair use. In the event of excessive use of either the gas and/or the electricity additional charges will be incurred.

If you are not sure or if you may be likely to use a lot of Electricity or need new gas bottles, then contact the holiday homeowner immediately. Take care when the weather is cold, not to keep heating on when unattended or when rooms have reached a comfortable temperature.

Wi-Fi

The Wi-Fi is provided as a free complimentary service, do not attempt to move the router or access/change any of its settings.

Netflix

The Netflix service is provided as a complimentary service, do not log out of the service or change/add profiles.

There are no child filters on the Netflix subscriptions, you are responsible for **selecting what you and your children are watching.**

TVs

Do not change any settings on the TVs, they are setup specifically to work in this holiday home.

Shoe Types

Do not wear type of high heels (i.e. stiletto) on any areas of soft lino as this will damage it and you will be charged for the replacement costs.

Decking

Please be sensible in these areas, the decking can become slippery when water is involved (i.e. from the Hot Tub or rain). Always ensure you are wearing the correct footwear.



Hot Tub

- The hot tub rules located at the side of tub must always be followed
- You must shower before use, all makeup, lotions, and fake tans must be removed
- No smoking in the hot tub is allowed
- All drinks must be placed in the plastic cups (provided), absolutely no glass or cans are allowed in or near the hot tub
- The hot tub must be covered and secured when not in use
- Hot tubs are not designed for children, the onus on their usage is down to the parent/guardian
- Every day a representative from Premium Hot Tub Services will need access to the hot tub for the testing of the water
- Long hair must always be tied up whilst in the hot tub
- Dogs are not permitted in the hot tub

Banned products

- LOOM BANDS and similar mass packaged small items
- PLASTICINE and other clay type products
- BB GUNS and other weapon type items that could cause damage or injury
- Drones
- All types of paints

Products which must be supervised

Felt tip / colouring pen - these MUST NOT be used unless there is adult supervision to ensure that there is no damage to the holiday home

You will be evicted, immediately, without compensation if

- You have extra guests, or pets, staying that have not been pre-registered
- You cause any nuisance to others, such as loud music or shouting
- Anyone is found to be smoking in the holiday home
- You park in areas other than those approved by the holiday home site
- You breach any of the rules of the holiday home site

OR breach any of the other conditions listed below

Holiday Home Issues

If you have a problem with anything in the holiday home, please contact the holiday homeowners immediately.

If anything is broken or damaged during your stay, as the owner may be able to arrange repair or replacement during your stay. You may be charged for repairs or replacement.

Site Issues

Tattershall Lakes site issues must be dealt with by the official Site Office Staff, not the holiday homeowner

If you are bringing your dog

We welcome dogs to holiday with you, but dogs are not permitted to be left unattended in the home at any point during your stay. Please bring towels and coverings with you so you can ensure dogs are clean after walks before entering the home. Dogs are not permitted on the furniture or beds.

Dogs are not permitted to go in the hot tub due to chemicals used, neither are they permitted to swim in the fishing lake due to previous blue/green algae being present. Hidden dangers such as discarded fishing hooks/lines are also a possibility.



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The End of your Holiday

Leaving

Your check out time is 10am on the last day of your stay.

Please ensure the property has been left as you found it, close and lock all doors and windows. Turn off anything that was not on when you arrived and place the keys back in the lock box and scramble the locking numbers.

Leave the holiday home clean & secure

Prior to leaving the holiday home please ensure.

- all kitchen equipment is clean and back in place
- all kitchen surfaces and holiday home tables have been wiped clean
- bins have been emptied
- floors have been swept and left clear of mess
- any dog hairs have been removed
- strip any beds that have been used and leave in black bin liners (provided)

The holiday home should be left in the state you found it. Failure to keep the holiday home clean and tidy will result in the loss of your deposit.

Do not steal or remove any property from the holiday home or you will be charged and will face prosecution.

All doors and windows must be closed when you leave the holiday home. Failure to do this risks the security of the holiday home and the deposit may be withheld.

Photographs of any mess or damage will be taken.

Do not leave later than the stated departure time

You will be fined if you leave late as access is required by the housekeeper.

Leaving the holiday home before the departure date

If you leave the holiday home before the departure date you will not be compensated unless this is due, in whole or in part, to the holiday homeowner being unable to provide the advertised holiday.

Damage to the holiday home or its contents, or the requirement of additional cleaning due to excess mess WILL result in loss of full or partial deposit and may result in small claims court action to recover additional charges and replacement costs.



When signing the booking form or paying the full deposit you are confirming that you, the nominated hirer, agree to be bound by all the following Terms & Conditions, with all other parties concerned

The Holiday Homeowner

1. The agreement is made on the understanding that the holiday homeowner will remain responsible for providing the advertised service. They will be liable to compensate the guests in the event of any failing on their behalf, that was not outside their control, in accordance with the terms detailed below.
2. The owner will ensure that the full holiday cost, including deposit is retained in an account should they be required to provide a full refund.

The Guests

3. The nominated group leader will be subject to fines in the event of misconduct by any of the group members that is not satisfactorily resolved, as detailed below.
4. The nominated group leader accepts full responsibility and liability for the conduct of all guests should they breach any of the rules. It is their responsibility to ensure that all the guests are aware of the full details of these terms and conditions.
5. No extra guests are allowed to stay overnight in the holiday home, without written permission, from the owner. You may have visitors during the day only.
6. The holiday must not be sold on to someone else. Any changes must be approved by the owner.
7. Children under the age of 16 must not be left unattended.

Booking Restrictions

8. Bookings will only be accepted if the hirer is at least 25 years old
9. An electoral roll search may be carried out by the owner or agent to confirm identity
10. No pets of any kind, unless agreed at the time of booking
11. The maximum number of allowed guests may be lower than the maximum berth of the holiday home. This is to improve the comfort of the guests and reduce wear on foldaway beds. Limits may also be added if a cot is used/required.
12. Only guests named on the booking form will be allowed in the holiday home.
13. Spot checks may be carried out at any time during the holiday. Unauthorised guests will be evicted, and the remaining guests may also be evicted and forfeit the remainder of their stay, without compensation.
14. Full Names and Ages of all persons staying in the holiday home are required at time of booking
15. There will be a deduction of any delivery charges to return items that have been left behind

Accepted Payment Methods

16. Bank Transfer, Online Payment
17. Always include your Surname or Reference when making payments.

Cancellations charges

18. Should you wish to cancel the following charges will be applied.
 - a. 1 weeks or less 100.00 % of the booking cost
 - b. 2 weeks or less 80.00 % of the booking cost
 - c. 3 weeks or less 60.00 % of the booking cost
 - d. 4 weeks or less 40.00 % of the booking cost
 - e. The damages deposit will always be returned in the event of a cancellation

Arrival and Departure

19. You must not arrive before the time stated by the holiday homeowner. You will be denied access to the holiday home if you arrive early.



20. You must be out of the holiday home before the check-out time stated by the holiday homeowner. Your deposit may be used to compensate the next guests if you leave late.
21. Keys will be available as advised by the holiday homeowner.
 - a. You will be liable for the costs of replacing the Locks and all Key Sets if the keys are lost
 - b. The holiday homeowner will not be responsible if you cut your holiday short, unless caused by problems with the holiday home that the owner has not been able to rectify.

The Condition and Contents of the Holiday Home

22. No smoking at any time, of any kind inside the holiday home.
23. Use of drugs is forbidden.
24. No property of any kind is to be removed from the holiday home.
25. If pets have been allowed into the holiday home, then all areas must be kept clean.
26. Safety equipment, such as Smoke Alarms or Fire Extinguishers must not be tampered with, including removal of batteries from smoke alarms.
27. Naked flame products, such as Candles and Barbecues, must not be used in the holiday home.
28. All rooms must be left in the same clean, tidy condition as they were found in.
29. You are responsible for the security of the holiday home during your booking.
30. All Windows and Doors must be locked securely when you are not in the holiday home.
31. Breach of any of these rules will result in eviction from the site, loss of deposit and further legal action if necessary.

Use of Equipment in the Holiday Home

32. You are agreeing to the safe use of all equipment in the holiday home
33. Equipment must not be re-configured, i.e. Wi-Fi, TV, Netflix etc.
34. The holiday is self-catering so you will need to provide all your own food
35. It is at the discretion of the owner whether a welcome pack is provided.
36. All utilities (Gas, Water & Electricity) are included in the overall cost, on a fair-use basis
 - a. 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 etc.
37. If you are unsure how to use any of the equipment provided, then contact the owner/housekeeper immediately. Do not attempt to use anything that you are unsure about.
 - a. The holiday homeowner will not be considered liable for any injury caused by improper use of any equipment
 - b. Faulty equipment must be reported immediately. You must not use any equipment you do not consider to be in a perfect condition
 - c. Any claims of injury must be reported immediately
 - d. Claims will be thoroughly investigated, and prosecution may be sought in the event of fraudulent claims

Behaviour

38. You have a duty of care towards other site guests and as such must not cause nuisance either verbally or physically.
39. Excessively loud music, verbal disturbance is not tolerated
40. Whilst alcohol is permitted, it is expected that all guests always conduct themselves in a proper manner and remain civil towards the other guests and other site users.
41. Children must always be kept under control. This includes whilst in the holiday home or whilst using and services provided by the holiday home site.
42. If dogs have been allowed, they must always be kept on a lead whilst on the holiday home site. They must not cause distress to any other persons or animals on the site.



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43. Breach of any of these rules will result in eviction from the site, loss of deposit and further legal action if necessary.

Vehicles

44. You leave your vehicle and contents on site at your own risk. Neither the holiday homeowner, nor the holiday home site, will accept responsibility for damage or loss, unless by their negligence.
45. The holiday home site speed limit must always be respected.
46. All drivers must hold a Valid Driving Licence, Insurance, MOT and Road Tax.
47. Electric/Hybrid vehicles must not be charged from the holiday home, as this is excessive use of electricity and you will be fined. There is an area near guest services where electric vehicles can be charged.

Damage to/Loss of Property (the Holiday Home and/or its contents)

48. Please report any accidents, losses or damages caused by you or your party as soon as possible to enable us to respond to the circumstances. Smaller items may be replaced by yourselves if you wish, but the item(s) must be 'like for like' or part or all your deposit may be kept covering or contributing to replacement costs.
49. Where the damage exceeds the deposit then necessary action will be taken to seek full compensation, which may include additional charges
50. If you are not happy with the response from the owner then you must seek legal advice, as this will protect the rights of both you and the holiday homeowner.

Problems with your accommodation

51. You must report any problems immediately, to the holiday homeowner, sending photos when possible.
52. You must give the holiday homeowner a fair and reasonable opportunity to rectify problems or offer suitable compensation.
53. If you are not happy with the response from the owner then you must seek legal advice, as this will protect the rights of both you and the holiday homeowner.

Early Departure

54. If you leave the holiday home before the agreed departure date, you will not receive any compensation, unless the holiday homeowner has failed to provide the advertised holiday. Situations beyond the control of the owner will not be considered as fair reason for refund.

Public Liability Insurance

55. Names and Ages of all persons staying in the holiday home are required to validate insurance
56. Only named persons may stay in the holiday home otherwise any insurance claims will be invalid
57. Changes to approved guests may be made at the discretion of the holiday homeowner
 - a. Non-approved guests will be denied access to the holiday home or if they have been given access all guests will be asked to vacate the holiday home immediately

Private Insurance

58. The owner's Public Liability Insurance only gives very limited protection.
59. 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 Holiday Insurance to cover these exemptions.

Eviction from the Holiday Home

60. You will be evicted from the holiday home, by the holiday homeowner or Tattershall Lakes site management, and your deposit will not be refunded in the event of, but not limited to:
 - a. Unreasonable behaviour by any of the guests



- b. Additional, unregistered guests being found in the holiday home
- c. Smoking in or damage to the holiday home or any of its contents

The Tattershall Site

- 61. The holiday homeowner is not responsible for any of the services and facilities provided by the holiday home site.
- 62. The site is closed 5th Jan and re opens Feb half term. Out of season facilities are limited. Contact the site direct to confirm what is open.
- 63. The site owners may vary services and facilities at short notice.
- 64. You should visit the website for full site details and their complaints procedures if you have any problems with anything they offer or fail to provide.
 - a. This includes site wide power loss, closure of entertainment areas, etc
- 65. You are also bound by the rules of Tattershall Lakes. These can be obtained from their website or from Reception upon arrival.
- 66. Breaching the Site Rules may result in eviction from the site and termination of your holiday
- 67. The holiday homeowner will not be liable to compensate you in the event of any dispute with the site unless it has been caused by the action of the holiday homeowner.
- 68. Any passes purchased remain the property of the site owners, not the holiday homeowner.
- 69. Conditions of use of the passes may be changed at any time.
- 70. Tattershall lakes is next to a working RAF base, aircraft noise is to be expected (weekdays).

Disputes and Harassment

- 71. In the event of disputes then a third party may be consulted to resolve matters
- 72. Repeated/abusive telephone calls, text messages, written correspondence or other contact will not be tolerated
- 73. By agreeing to these terms, you will not threaten legal action if the deposit is not returned due to any breach of these rules. Any such action will be considered harassment
- 74. You will be liable for any additional costs incurred because of any breach of these rules

Entertainment Passes

- 75. Entertainment passes are not included in the booking
- 76. It is the guest's responsibility to check what is open and closed on park. In the winter months the park facilities may be closed or only operate at weekends. Please contact the park direct to check.