

## **Ashfield Cottages & Garden Room Lockton, Terms and Conditions of booking June 2026**

### **Contract**

By making a booking you have formed a contract between Ashfield Cottages or Ashfield Garden Room Lockton, referred to as “us” or “we” and the person making the booking referred to as “you” “your” or “guest”

### **Cottage bookings**

To secure a booking in our Cottages we require a £50 non-refundable deposit per week/short break booked together with a completed booking form with the names of the guests staying in the property. Any outstanding balance due for your booking would become payable no later than 50 days before your arrival day. If the balance is not paid by the due date then we are at liberty to treat your booking as cancelled and re-offer the said dates. For any bookings made within 50 days of the arrival date payment must be made in full.

The accommodation will be available from 3.30pm on your arrival day until no later than 10am on your departure day

### **Garden Room bookings**

To secure a booking in our Garden Room we require a £50 non-refundable deposit per booking together with a completed booking form with the names of the guests staying in the property. Any outstanding balance due for your booking would become payable no later than 14 days before your arrival day. If the balance is not paid by the due date then we are at liberty to treat your booking as cancelled and re-offer the said dates.

For any bookings made within 14 days of the arrival date payment must be made in full.

The accommodation will be available from 3.30pm on your arrival day until no later than 10am on your departure day

### **For Insurance and Fire Regulations**

Ashfield Cottages/Garden Room are only to be occupied by guests stated on the booking form, with any changes made by you to be agreed in writing by us before your arrival, we also need to be notified of any visitors you may be having to the rented accommodation during your stay, these conditions are to avoid breaching any insurance/fire regulations.

You agree to keep the furniture, fixtures and effects in your accommodation and grounds in the same condition as they were at the commencement of your holiday, any breakages other than minor ones will be charged for. The accommodation you have booked is to be left in a good state of cleanliness on your departure or an extra charge for cleaning will apply.

You will permit us to enter and inspect any accommodation you book as required. If any such accommodation is damaged we ask that you immediately advise us and if it is possible for such damage to be repaired you will permit us or any workmen duly authorised by us to undertake the repairs allowing any reasonable access.

### **Request to change your booking dates/accommodation or length of stay**

To request a change to your booking we must receive this in writing and any change will apply if possible from the date we receive it. We may treat changes to your booking as a cancellation depending on how much notice we receive from you. For cottage bookings if your request falls within 49 days of your arrival start date then the cancellation policy will take precedence. If your request falls 50 days or more before your arrival date we will try and reschedule your booking, if unsuccessful then the cancellation policy will come into place, if the request is for a Garden Room booking and is within 13 days of your arrival then the cancellation policy will come into place. If your request falls 14 days or more before your arrival date we will try and reschedule your booking, if unsuccessful then the cancellation policy will come into place.

### **Cancellation of Booking**

We recommend that you take out Holiday Insurance in the eventuality that you need to cancel your booking, should you choose not to do so you are at risk of financial loss due to your cancellation. To cancel your booking you need to inform us in writing stating which accommodation you have booked, your name and the dates you have booked, we will then acknowledge your cancellation in writing and advise accordingly.

If we need to cancel or alter your booking if the property which you have booked becomes unavailable or un-useable for any reason prior to the date of your arrival, we reserve the right to offer you one of our other properties if available, if this is not possible or suitable a refund of any monies already paid by you will be refunded without penalty.

### **Cancellation Policy for Cottage stays**

If the booking is cancelled 50 days or more before your arrival date then your £50 deposit will be retained.

If the booking is cancelled less than 50 days before your arrival date then a 50% charge of the total cost of your stay will be retained.

If the booking is cancelled less than 21 days before your arrival then the full cost of your stay will be retained.

In the event of a no show or booking reduction after the guest(s) have arrived, the full cost of the booking is retained.

### **Cancellation Policy for Garden Room stays**

If the booking is cancelled 14 days or more before your arrival date then your £50 deposit will be retained.

If the booking is cancelled 13 days or less before your arrival date then a 50% charge of the total cost of your stay will be retained.

In the event of a no show or booking reduction after the guest(s) have arrived, the full cost of the booking is retained.

**We would ask you to consider all other guests during your stay**, to this end it is with regret that we do not allow Balls Games in the garden. In the unfortunate circumstances any guest(s) continually behaving in a manner that causes offence or damage to the properties, the surroundings or other guest's property may result in your entire party being asked to leave the accommodation, in these circumstances no refund will be given and reimbursement for damages from you will be sort.

**We cannot be held liable due to your negligence** for any loss, damage, sickness or injury, to you or any member of your party or invited guests, or any loss or damage to any car, the contents or other possessions of yours or belonging to any member of your party or invited guests.

In making the booking you further agree to indemnify and keep us indemnified from and against all costs, charges, claims or demands made against us for any loss, damage, sickness or injury to you and your guests in your party. No liability can be accepted for any representations, descriptions or advertisements as these are all made in good faith. If you have reason to complain please inform us as soon as possible during your stay to allow us to try and rectify the situation, any problems brought to our attention after your departure cannot be entertained.

**Smoking/Vaping is not allowed in the accommodation, No Ball Games in the garden and we do not accept pets**