



Terms and Conditions

Terms and conditions apply to all guests and members of their party (including any day visitors, who must be pre-approved with owners). It is the responsibility of the guests to ensure that each member of their party is aware of the terms and conditions and responsibilities enclosed within.

The owners reserve the right to cancel a booking without compensation or refund should any guests not act in accordance with the terms and conditions stated below.

Arrival and Departure

A standard booking is from Monday to Monday or Friday to Friday, although short breaks are also available Monday to Friday or Friday to Monday. With the aim of preparing the Lodges between guests we kindly ask you to arrive after 4:00pm and before 8.00pm and leave by 10:00am on the date of your departure.

If keys are lost or not left on departure there will be a £35 charge.

Adverse Travel Conditions

When there are travel disruptions due to bad weather or any form of industrial action, Oaklands cannot be held responsible for non-arrival or late arrival at our log cabins.

Bookings and Payments

Please fill in our online booking form. When using the booking system, a £200 non-refundable deposit will be charged to make your booking, the remaining balance payment will be due 8 weeks before the holiday date. You will be sent a payment request for the balance payment. Please note you may lose your booking and deposit if the full balance is not received as stated. The full booking amount is charged at the time of booking if your stay is within 8 weeks of arrival.

The price includes all heating, electricity, bed linen, full set of towels per person, 2 x bath mats, hand and shower wash, 2 x tea towels, basic cleaning materials, washing up liquid and dishwasher tablets and the first supply of logs which will be in the lodge.

When you submit a booking via our online reservation system you will receive an automatically generated booking summary by email to the email address you provide in the booking form. This does not form a contract between us. A contract shall only arise when your booking is subsequently confirmed in writing via a letter of confirmation sent to you by email.

When you receive your written confirmation please check all the details carefully for accuracy and contact Oaklands Country Lodges immediately if you find any discrepancy.

We advise you take out holiday cancellation insurance.

Loss and damage, extra cleaning deposit

Your log cabin is furnished and decorated to a high standard. Therefore, a mandatory 'loss and damage, extra cleaning deposit' of £200 is payable against all bookings which is payable by a Pre-Authorisation card, debit/credit card on arrival, which will expire after 10 working days. The deposit will be refunded subject to the condition the lodge has been left in.

If applicable, any loss or damage costs will be deducted from your 'loss and damage deposit' and the remainder refunded to you within 10 working days of the end of your stay. If any extra cleaning is required and costs exceed the 'loss and damage deposit' once the lodge has been checked and cleaned on departure, Oaklands Country Lodges reserves the right to automatically charge you for any excess.

Cleaning

To maintain our high standards please leave our lodges in a clean and tidy condition. Cleaning is not provided during your stay. We reserve the right to charge for excessive cleaning where accommodation has been left in an unacceptable condition.

Cancellations

Cancellations are requested immediately due to the high interest in the lodges and enabling us to re-let them. The initial deposit is non-refundable and if re-letting the lodges is also not possible then any payment already received will be sacrificed. If wherever possible a booking can be rearranged then it is to the owner's discretion to arrange supplementary dates and additional fees where applicable.

It is recommended that Cancellation Protection Insurance be acquired.

These conditions will also include harsh weather conditions where you may not be able to travel to Oaklands Country Lodges.

If in the event of a local disease epidemic of any sort human or animal the right to cancel a booking is to the owner's discretion.

In the unlikely occurrence of your booked lodge becoming unavailable due to situations out of our control, every attempt to provide an alternative lodge or nearby accommodation will be made; failing this, an entire refund will be made. Any complaints must be made known to the owners immediately in writing. No complaints will be entertained after the end of the hiring or after the guest has departed.

Changes by you

After booking, if you need to make changes to a booking such as a change of dates, this will be subject to a £25 administration fee. Changes are only possible before the balance payment is due. All changes after the balance due date will be subject to our cancellation policy.

Consideration for others

The lodges are in a quiet location and you are requested to pay due consideration to your neighbours and avoid night noise, particularly outside. TV's and music must be kept on a low volume and must not be audible outside the lodge. Children must be supervised inside as well as outside your lodge at all times.

Additional Information

The owners cannot accept responsibility or liability for the loss or damage to guests' property or for personal injury. Any damage caused to any of the facilities is to be reported to the owners promptly. For any damage, losses or additional cleaning which may be required, we reserve the right to charge for, regardless of the manner in which they were caused. Should any of this take affect we require payment immediately to cover costs.

The number of persons occupying a log cabin must not exceed the number of which is stated on the booking. It is strictly forbidden for the sub-letting of the cabins.

The owners retain the right to have admission to the cabins at any sensible time, whenever possible giving notices.

The owners reserve the right to deny the handover of the keys to the cabin to the guest if it is rationally supposed that any damage is probable to be caused, or can reclaim the cabin if damage has already been caused. Should these circumstances occur, no refunds would be given.

Should a collapse in public services arise, for example: water or electricity, the owners will not accept responsibility, nor for any claims against nuisance or difficulty in reaching the destination. (See cancelations)

There is a strict policy that any guests are not allowed to wander around the farm unsupervised. This means with an Oaklands staff member. Oaklands is a working farm and can be very dangerous; watch out for tractors, cattle and sheep being moved in and around the farmyard; animals can be unpredictable. For personal safety it is especially important that children do not climb on gates. Please ensure that children do not explore the farm or surrounding area unsupported.

As the lodges are in a countryside environment with farm animals close by, the lighting of fireworks and lanterns are strictly forbidden anywhere on the premises.

Guests are reminded that firearms of any sort are forbidden on the premises.

Should the situation arise that a guest has or has recently had a contagious or infectious medical state; the owners have the entitlement to refuse or cancel a booking should it be deemed necessary. The owners must be informed at once should any condition form within one month of arriving at Oaklands Country Lodges, or if one does arise during your stay.

Travel cots and highchairs are available on request at no additional charge but must be booked in advance. Bedding for cots are not provided, please supply your own.

Free Wi-Fi is available, but not 100% guaranteed. Those using Wi-Fi must agree to the Oaklands Country lodges Public [Wi-Fi Access Terms & Conditions](#).

Facilities

There may be occasions when advertised facilities and equipment may be unavailable due to breakdown, malfunction, or other reasons. The management of Oaklands Country Lodges will try to rectify any malfunction as quickly as possible. But no refund of any or all of the money paid by the customer will be made.

Hot Tubs

Oaklands Country Lodges cannot guarantee hot tub temperature on your arrival due to water renewal; we ask that guests must observe the “Hot Tub Rules” displayed in the lodges.

The use of the Hot Tub will be withdrawn at any time if users are causing disturbance to others, or causing damage.

In the event of the water becoming unsuitable for use due to non-observation of these rules and your Hot Tub needs a water change refill during your stay a charge of £50 will be made.

On the morning of departure, the Hot Tubs cannot be used after 7.30am to allow cleaning to take place.

Smoking and vaping

Smoking and vaping are not permitted inside the log cabins but is permitted on the Oaklands Country Lodges site outside of the buildings. You are requested to not drop cigarette butts on the ground anywhere on the Oaklands site.

Please make certain to fully extinguish your cigarette and dispose of the ends in the bucket provided.

Candles

Due to the high fire risk, candles are not permitted in the log cabins, except during power cuts.

Personal injury

Oaklands Country Lodges provides holidays in a genuine rural environment. You and all members of your party are responsible for your own safety. The environment presents inherent risks, and these form part of the rural experience you are buying into when you stay at Oaklands. You are reminded of the higher degree of risk the rural environment presents and you should take all appropriate and reasonable care for your safety and the safety of others at all times.

Personal property

As well as cancellation and curtailment insurance, guests are recommended to take out holiday insurance to cover loss or damage to personal effects.

Vehicles, accessories and contents are left at their owner's risk.

Oaklands Country Lodges will not be responsible for any loss or damage to any property on the Oaklands Country Lodges premises.

General

Mobile phone reception is usually good for most networks, although it can be variable. A landline telephone is available in the farmhouse on request if it is an emergency.

Fires

Apart from the external barbecue provided, no fires are permitted. Under no circumstance must the barbecue be stocked up with firewood or coal.

Restrictions on rental

Oaklands Country Lodges reserve the right to remove any person or persons from the property due to unreasonable behaviour, or any behaviour that adversely impairs the enjoyment of other guests (including excessive noise), damage to the property or exceeding the stated occupancy.

It is a condition of booking that a log cabin may only be occupied by the person named in the booking and their family and/or companions. Oaklands log cabins may not be sub-let to a third party. If this is found to be the case, the third party will have no legal right of occupancy and will be required to vacate the Oaklands log cabin immediately.

It is forbidden for guests to erect tents or use camper-vans or caravans or any other vehicles on site for the purposes of over-night accommodation. Any guests found doing so will be asked to leave immediately.

There is a strict policy for day guests, no day guests are allowed unless Oaklands Country Lodges are informed before any arrival. Day guests are not allowed to use Hot Tubs, baths or showers. No more than 4-day guests are allowed to any lodge. They must arrive after 10am and left before 6pm.

Pets

Pets are only prohibited to stay in the Hideaway cabin; this is for the concern of future guests. It is the understanding of the particulars of the pets that are to be known to the owners prior to the booking that they should be authorised to stay. Pets are not allowed on any of the furniture, including tables and chairs, settees, beds and work surfaces.

It is the dog's owner's responsibility to clear up any dog fouling before departure. It is the duty of the guests to clean up after their pets, any extra cleaning required will be charged for.

If pets have been on beds/ bedding/ cushions or furniture mud/hair/excessive pet hair on the floors left or dog fouling there will be a £50 charge and taken from your deposit made on arrival.

Pets must always be kept under control and supervision and never to be left in the cabin unattended, exercised on a lead by an adult.

Please note: we cannot guarantee that pet - free lodges will be free of allergens.

Terms & Conditions Amendments

Oaklands Country Lodges reserves the right to change or amend their Terms and Conditions at any time.