

Kingfisher Lodge Terms and Conditions



Liability: No responsibility is accepted for loss or damage of personal property, (including pets), vehicles or vehicle content belonging to the guest or any members of the party during their occupancy.

Cancellation by Owners: We reserve the right to refuse any booking and to cancel any bookings already made if the property is unavailable (e.g. through flood or fire etc) for any reason whatsoever, subject to a full refund of all payment paid (but no further liability). Being near the River we are on flood plain; we do therefore reserve the right to cancel guests' bookings if we are alerted due to river levels and therefore must close the caravan park. We will always endeavour to give as much notice as possible and offer a change of dates or full refund. However, refund will not be given due to bad weather.

No Smoking: No smoking property; this includes balcony and private garden area.

Force Majeure: The owner cannot accept responsibility or liability for any alterations, delay or cancellation or any other loss or damage caused by war, civil strife, terrorist action, industrial disputes, fire, sickness, bad weather, epidemics, acts of any government or public authority, or any other event outside our control.

Nuisance: Guests should not cause any nuisance or annoyance to other occupants on Offenham Caravan Park. If in the opinion of us or any other person on Offenham Caravan Park it is not suitable for guests to continue their stay at the Lodge because of unreasonable behaviour, damage or nuisance to others, we remain the right to ask you to leave the property immediately. The guest will remain liable for the whole cost of rental and no refund shall be due.

Access: Guests must allow reasonable access to the property by the owner for maintenance, given reasonable notice.

Complaints: We inspect the standards of Kingfisher Lodge on a regular basis, if you experience any problems or concerns during your stay, please contact us immediately and we will do our utmost to rectify these for you. We will be unable to offer any compensation or refunds for complaints or issues after your stay.

Please read over the following information carefully

We recommend that guests will have or will take out a holiday insurance policy (which includes, cancellations, sickness and unavoidable reason for cancellations) prior to their stay.

Cleaning: The guest is responsible for leaving the accommodation in good order and in a clean condition; otherwise, a cleaning charge will be levied.

Pets: The guest may only bring one pet unless otherwise agreed prior to booking. Pets must be well behaved and should not be left unattended in the property or be allowed onto any soft furnishings.

Guest responsibility: The supervision dogs and any adults requiring care always remains the responsibility of the guest.

Guests should put all furniture etc back where it was at the beginning of rental period.

Guest should not leave any items at the property and, if left, the owner has the right to charge for removal, return or disposal of those items.

The key and barrier card must be left in key safe on date of departure. If not left a cost of £25 will be charged.

Damage, loss, theft: Guests agree to inform owners of any damage or loss however caused, excluding reasonable wear and tear incurred during occupation. Guests should not remove any items for the property.

Booking: The guest who makes the bookings is deemed to have agreed to these Terms and Conditions and will be responsible for all persons included in the booking and should ensure that they are aware of these Terms and Conditions. We reserve the right to decline any booking or refuse to hand over a key to any person who has not complied with these Terms and Conditions.

Payment: For bookings made more than 8 weeks before arrival we require a deposit of 30% of the total cost of the holiday. The remaining balance is then due 8 weeks before the holiday commences.

For bookings made less than 8 weeks before arrival, the total amount is required on booking and no refunds will be given.

An email reminder will be sent, but delivery cannot be guaranteed. Where a guest fails to pay their deposit by the due date, the booking may be cancelled and deposit retained.

After payment has been received a confirmation email will be sent out.

Number of people using holiday accommodation: The guest must declare the correct number of guests on booking. No more than 4 are allowed at the property. No hen or stag parties. Extra charges may be applicable if the number of guests differs from booking.

Arrival and Departure: The property is available for occupation from 4.00pm on the first day and must be vacated by 10.00am on the last day.

Deposits: In all circumstances, deposits are non-transferrable and non-refundable.

Cancellation or changes by the guest: Once the holiday is booked the guest has entered a legally binding contract. If the guest cancels, for whatever reason (including medical and weather related) then no refund of deposit will be issued, and within 8 weeks of the holiday no refund of full balance.