



**THORNEY
HOW**
GRASMERE

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Terms and Conditions

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By accepting these terms and conditions and completing your booking process we look forward to welcoming you to our home at Thorney How.

Booking enquiries

- Booking enquiries can be made by phone, e-mail or online.
- When making a booking enquiry please let us know the mix of your party and the ages of any children under the age of 18.
- We will not take bookings for guests under the age of 18 unless accompanied by an adult aged 21 yrs or above.
- A child discount is applicable for those aged 3 to 10 years.
- Infants aged 2 years or younger will not be charged.
- A group booking is considered to be 6 people or more.
- Groups of 10 persons or more may be eligible for a midweek only discount on accommodation of 10%.
- Group bookings of 20 persons or more may be eligible to a 15% discount on accommodation at any time.
- The number of people staying may not exceed the number of bed spaces allocated in any given room. Infants may stay with parents, 1 infant per 2 bed spaces booked – please enquire in advance to confirm.
- All weekend bookings will normally be expected to be for a minimum of 2 nights and usually 3 nights for Bank Holidays.

Reservation policy

- All bookings are provisional until you provide a non refundable deposit. This is normally equivalent to the first nights accommodation fee. This deposit will be forfeited if the booking is later cancelled.
- All single night bookings including all groups will be fully charged at the time of booking. This fee is non refundable.
- Full payment is otherwise due on arrival including any pre-booked meals.

- Bookings will only be held for a maximum of 10 days whilst awaiting a deposit payment. This period will be shortened to 24 hours if only booking up to a week ahead.
- For all larger groups (10 persons or more) we require a non refundable deposit equivalent to 25% (or equivalent to the first night, whichever is the larger amount) of the total cost of the booking including all pre-booked meals and a final payment in full eight weeks prior to your stay.
- Payment for any other beverages and meals can be made at the time purchase.
- Booking deposits can be made by via electronic direct bank transfer, card payment, PayPal or by postal cheque payment.
- By giving us your debit or credit card details you are authorising us to use this as security for your reservation and your accommodation. Any unpaid cancellation charges, unregistered extra guests or damages and removals (of keys, linen or fixtures and fittings) will be charged to your debit or credit card.

Cancellation policy

- Cancellations made for any room within 14 days of arrival dates will render you liable for the full amount.
- Cancellations made for any room before 14 days of arrival dates will result in loss of deposit only.
- All single night bookings will be fully charged.
- If you arrive with reduced numbers in your party and have not previously advised us 2 weeks before your stay, the full cost of the booking will still apply. If you notify us up to two weeks before only the prepaid deposit for any unused beds will be non refundable.
- All weekend bookings are assumed to be for a minimum of 2 nights unless agreed previously. Any subsequent reduction will be charged at the full 2 nights.

Groups

- All single night bookings are non refundable if later cancelled.
- Cancellations made for all other group bookings will result in loss of deposit and requires a minimum of 8 weeks notice.
- Any large group cancellations after 8 weeks prior to the visit will be fully charged.
- Any group reductions will be fully charged if not notified 8 weeks prior to the visit.
- Any group reductions notified 8 weeks prior to the visit will be charged at 25% of the full per person amount.

Exceptions

- Cancellations made immediately after booking will be fully refunded.
- No other exceptions apply.
- We recommend that guests make full use of Travel insurance.

Third Party Bookings

- We use a number of third party on line travel booking sites and their associated resellers for example Go Lakes, Hostel World, Booking.com, Expedia, LateRooms, AirBNB.
- Please be aware that your contract is with these 3rd parties. Any amendments, cancellations and other correspondence may need to go to them directly.
- Payments made direct to these 3rd parties cannot be refunded by us as they are not passed on to us.
- Terms & Conditions on these sites will vary and you should make sure that you are aware of them before using them.
- Our own terms & conditions for your booking will always apply regardless of any other terms given to you by 3rd parties.
- Your rights are fully protected when booking with us direct.
- 3rd parties may change the terms & conditions and payment options related to your booking without our consent. We will always refund any cancellation made within 24 hours where a conflict of terms and conditions has arisen.

Room allocation

- If you have any specific access needs please notify us in advance as we may not be able to offer you a different room.
- The allocation of rooms is subject to availability and the proprietor's discretion.
- Where a family includes young children we will endeavor to allocate a room that meets the size of the family. We do have a travel cot but please ask on booking for this. Please bring your babies bedding. If you have booked a room that is smaller than your requirements we may not be able to accommodate you on arrival and your booking may be forfeited.

Whole bunk house / whole property

- Whole property bookings may be considered on request. Please note that the property is also our family home and that other staff may also be present on site 24 hours a day. We do not offer a sole use private facility as such. Please be aware that Thorney How is also open to non guests wishing to purchase drinks, meals, hire bikes and also to other delivery and maintenance personnel on a regular basis.
- There must be a single person designated to take responsibility for all others included in a group booking. This is usually the person that makes the initial booking and / or signing the group security policy document on arrival.
- Whole bunk house bookings are also available for groups. Bunk house based group guests have access to all other shared facilities in the main house.

Arrivals and departures

- Check in time on the day of arrival is from 3.30pm. Check out time on the day of departure is 10.30 am.
- Vehicles may be left in the car park by request only at other times at the discretion of the owner.
- We request that all bedding except mattress covers is removed from your bed prior to departure and left in your room.
- We require that all social / kitchen / external areas are left in the state that you found them and generally in a good state at all times (not just when you leave) as other guests may require use of these spaces.

Daytime usage

- Thorney How is closed to all users during the day between 10.30am and 3.30pm. All external doors will be locked including the Bunkhouse.
- We also have many other visitors during the day including deliveries, tradesman as well as our own staff. Please leave the car park accessible to others.
- If daytime usage has been agreed for a large group booking you must ensure that all security procedures are followed. No minors should have access to the building without an adult present.

Alcohol

- Thorney How is a fully licensed premises. We offer a full bar service and a well stocked quality wine cellar.
- Groups are requested to not bring their own alcohol onto the premises. This applies to anywhere on the premises or grounds.
- Bar opening times is normally from 3.30pm to 11.00pm.

Late at night

- The bar area will be closed at 11.00pm with external doors locked.
- The reception space and small guest lounge will remain available, but we ask you to respect other users of the property and adhere to an **11pm noise curfew**.
- When entering the building late at night and especially rooms please behave responsibly and avoid using showers

Security

- Security for personal possessions is the responsibility of individual guests at all times.
- All rooms are lockable; additionally there are lockable lockers (guests will need to provide their own padlocks).
- All external doors will be locked after 11pm and reopened at 7am (code access is available for guests).

- The guests self catering kitchen is locked during the hours of 11pm to 7am and 10am to 3.30pm.
- We use CCTV monitoring of all key internal and external spaces.

Dogs

- **We do not allow dogs other than specialist trained guide into any part of the building.**
- We do not allow dogs to be left in vehicles either during the day or overnight.
- You will be asked to leave without refund if you bring your dog to stay with you.
- Any visitor dogs must otherwise be on a lead at all times whilst within the grounds.

General Guest Behavior

We have adopted a number of codes of conduct that we feel give you the guest the freedom to enjoy your stay here at Thorney How. We try not to impede your enjoyment, but recognise that not everyone shares the same ideas as to what is acceptable. We hope that these guidelines are helpful Your feedback is always appreciated.

- **Fire doors are for your own safety, please do not prop them open, block access to fire exits or tamper with the fire door closing mechanism in any way.**
- **Any one who interferes with fire fighting equipment or fire alarms will be prosecuted. This is a legal requirement.**
- **All buildings and grounds are strictly no smoking** areas anyone found smoking or in possession of or using illegal drugs will be asked to leave immediately. No refund will be given. This is a legal requirement.
- All breakages and damage should be reported and will be charged for. Non reported damage will result in loss of deposit and a further repair / replacement charge.
- Consideration should be given to other guests at all times. There should be no noise that disturbs other residents after 11pm and before 7am. Guests who flout this may be asked to leave with no refunds given.
- We operate a no curfew policy at night. Guests are free to enter and leave the building at all times except during the day between 10.30am and 3.30pm. Code access is available to both the main house and bunkhouse accommodation at night.
- Leaders bringing young groups to Thorney How are responsible for their conduct and welfare at all times, Thorney How does not provide pastoral care.
- Whilst in site under 18's will not be permitted to buy or consume alcohol. Proof of identification may be required for guests wishing to purchase or consume alcohol on the premises. This is a legal requirement.
- **We do not allow open fires or BBQ's within the grounds.**
- Bikes and other large items may be stored securely, please bring your own bike lock. We do not allow bikes or other large items to be kept with the property itself including guest bedrooms.
- **Parking within the grounds is at the owners risk.** We have limited car parking available – guests are expected to park cooperatively and to use the overspill area at the lane entrance to Thorney How.
- There is no charge for parking. However we reserve the right to surcharge any guests bringing oversized vehicles and/or excessive vehicles for their group size if this has not been pre-arranged with the owners in advance.

- All car owners using the car park must leave car registration details, car make, model and colour and a mobile phone number with reception.
- All guest's cars should be removed from the car park on check out unless agreed otherwise with a member of staff.
- Vehicles above average size will find access difficult. Please make suitable arrangements before arriving.
- It is not permissible to sleep in any type of vehicle in the grounds or nearby lanes.
- It is not permissible to camp at Thorney How.
- All visitors (including friends of guests) to Thorney How should present themselves at reception.
- Whilst non-guests may choose to visit you during your stay, may we remind you that existing paying guests have first priority over all facilities, social spaces and parking.
- Visitors should not use guest showers, prepare their own meals or otherwise behave as if they are a paying guest.
- Visitors should not utilise guest rooms.
- Anyone who has already checked out of Thorney How and subsequently returned will be treated as a visitor and not a guest.
- Any other activities not referred to here may be declined at the discretion of the owners.
- The owners reserve the right to refuse entry to any individuals or groups.

BY MAKING A RESERVATION AND / OR CHECKING INTO OUR PREMISES ALL GUESTS AND THIER TRAVEL COMPANIONS AGREE TO BE BOUND BY THE ABOVE TERMS AND CONDITIONS.