

## **Lodge Conditions**

**On Call Telephone 07510 372 961 (Coral) - 07935 531 451 (Alfie)**

1a. Wi-Fi is available but is charged. The Wi-Fi is run externally and any issues or connection problems can only be dealt with via the supplier. Contact Sigma 01423 900 433

Wi-Fi Password: **Written on the back of your key**

1b. Beds will be freshly made and one towel per guest provided.

1c. Toilet rolls will be provided. No toiletries are provided, please bring your own.

1d. Only **one car** is permitted to park at the lodge. If your party have more than one vehicle they can use the carpark at reception free of charge. Please only park on the driveway. Do not park on the grassed areas. Management can allow two cars at certain cabins.

1e. All furniture, decoration, equipment, utensils and cutlery used must be left clean. All rubbish should be placed in the bin liners provided, there is a bin pen located at the top of the park close to your lodge and another one located at the entrance to Orchard Development. If deemed by the management that the lodge requires more cleaning than usually expected then an additional **cleaning charge of £20 per hour**.

1f. In the kitchen you will find all appliances, crockery, cutlery and cooking utensils that you should need during your stay. **Any damage or breakages MUST be reported** to management with immediate effect. We understand accidents happen however if there not reported then the complete security deposit will be withheld.

1g. We operate a strict **No Smoking Policy**. Smoking is permitted outside the lodge and we ask guests to use the smoking trays provided. If the management find evidence of smoking within the lodge, during your stay or after, then they reserve the right to have you removed from the lodge with immediate effect and/or fined £150. Smoking inside the lodge voids our insurance policy.

1h. You are required to list below the number of guests staying in the lodge and their names. Additional guests who are not on the booking reservation are not permitted in the lodges without prior agreement. Should it be known that there have been guests in the property above how many were on the reservation, we will **charge £50 per person per**.



1i. Hot tubs are pre-set at 38c. Should you require them colder please speak to management. A full user guide for the hot tubs can be found within the welcome booklet. The cost of any damage to the hot tub will be deducted from your security deposit. Beside the hot tub you will see a copy of the rules and regulations. If misuse results in the hot tub needing to be drained down the full security deposit will be withheld. Our staff will need to check the hot tubs daily and therefore will access the decking area / hot tub area. Management reserve the right to enter any lodge if deemed necessary.

1j. **A security deposit of £150.00 will be taken over the phone on the day of your arrival.** The Security will be refunded after we have checked the condition of the lodge, the contents and the Hot Tub. This will usually be upon the date of departure. Should any issues arise then we will contact the lead guest via email or telephone within 24 hours of departure.

1k. Upon booking £60.00 deposit of the total stay will be paid, this is non-refundable. The remaining balance must be paid 21 days prior to arrival.

1l. Guests are reminded to close and where possible lock all doors and windows when leaving the lodge. Please switch off lights when leaving the lodge. Please do not have the central heating running when windows are left open as this runs out the gas bottles.

1m. Guests are issued with keys and a fob to operate the barrier. Should the fob be lost or damaged then a charge of £45.00 to replace it will be charged. Lost or damaged keys requires us to change the locks for the complete lodge, £120 will be withheld from your security deposit in this case.

1n. Please respect others on the park. When using the hot tub or outside space please follow the park rules of **minimum noise after 10pm**, and always remember that in the countryside noise does travel a lot further. The lodge will have plastic wine glasses and tumblers provided for when using the hot tub. If the management observe you breaking these rules then they reserve the right to have your stay terminated.

1o. Check in time is 15.00 unless agreed otherwise by the Rental Manager. We ask guests to inform us of an approximate arrival time to ensure there is someone to meet them at reception. Check out is 10am. Should a guest go over this allotted time then the management have a right to withhold £1

**0 for each 30 minutes passed** until the keys are handed into the office. Guests have an option to upgrade to a **late checkout time of 13.00 (1pm) for £20**. This must be paid no later than check-in.

1r. Under no circumstances can barbecues of any nature be lit on park. Our insurance does not permit open flames on the decking or surrounding area. Should management observe this happening then we will terminate your stay with immediate effect.



Management have the right to terminate the booking without refund during the stay should any of the rules be broken or they have reasonable grounds to believe that the guests are bringing the park into disrepute. Should the police be called to the park we will terminate your stay with immediate effect and without refund.

In line with the new Data protection legislation we do not hold any of your details after your stay unless you give permission to do so.

### **Hot Tub Safety Rules**

Shower with soap and water and remove any fake tan, body cream and deodorants before you enter the hot tub.

Only wear recognised swim wear.

Enter and exit the hot tub slowly.

Do not jump or dive into the hot tub.

Do not bring glass or ceramics anywhere near the hot tub.

Do not consume food whilst in the hot tub.

Do not use narcotics or medications.

Elderly persons must consult a doctor before use.

Pregnant women should consult a doctor before use.

Children must be supervised by an adult at all times.

Limit your soak to 15 minutes and cool off before re-entry.

Anyone with heart disease, diabetes, high or low blood pressure, or any serious illness should consult a doctor before using the hot tub.

Please turn off high jets after use.

Please replace hot tub cover after use. This prevents any loss of water temperature, or dust and debris accessing the tub.

Please do not sit, stand or lay on the cover.

**Please note that your full security deposit will be withheld if the hot tub needs to be drained down.**

I \_\_\_\_\_ understand the conditions of the hot tub above and agree that should the hot tub require a drain down the full security deposit will be withheld.

Signed \_\_\_\_\_ Date \_\_\_\_ / \_\_\_\_ / 2020



Lodge Booked \_\_\_\_\_

Length of stay \_\_\_\_\_ NIGHTS

I \_\_\_\_\_ (Lead Guest) hereby agree to the terms and conditions above and accept that should any condition be broken then C A Holiday Management have the right to withhold part or all of the security deposit paid.

Signed (Guest) \_\_\_\_\_

Malton Park Rental/Park Manager. \_\_\_\_\_

**Please answer the following questions YES or NO**

Are any of the guests allergic to Bromine (Hot Tub Chemicals)?

Do any of the guests suffer from allergies that we should know about?

Guests are aware of the minimum noise after 22.00 / 10pm?

Guests are aware of the charges if a drain-down is needed for the hot tub?

Guests are aware that staff will need to access the decking/hot tub area?

Would you like to receive emails about our upcoming events and special offers?

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**Make the most of your stay! Would you like a late check out at 1pm for £20.00?**

Make your luxury lodge stay memorable by adding one of our luxury packages...

**Welcome Package** – One Family Breakfast / Drinks £40.00

**Romantic Package** – Bottle of Prosecco / Flowers / Box of Chocs / Rose Petals £50.00

**Birthday Package** – Cake / Banners / Cup Cakes / Balloons / Bottle of Prosecco £40.00

**Would you like to order one of our luxury packages?**

**Guest Information**

Please list below the guests that will be staying with you during your stay.

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Lead Guest 1 \_\_\_\_\_

Lead Guest 1 Contact Number \_\_\_\_\_

Lead Guest 1 Email: \_\_\_\_\_

Guest 2 \_\_\_\_\_

Guest 3 \_\_\_\_\_

Guest 4 \_\_\_\_\_

Guest 5 \_\_\_\_\_

Guest 6 \_\_\_\_\_

Guest 7 \_\_\_\_\_

Guest 8 \_\_\_\_\_

**Any other information the guest feels management should know before their stay**

\_\_\_\_\_

**Please provide Car Plate registration details**

Car Reg. on park \_\_\_\_ \_

Car Reg. on park \_\_\_\_ \_

