

Terms & Conditions

Standard booking terms

Bookings & Payment

1. Persons making a booking with Notter Mill Country Park must be over 18 years of age and be a member of the persons occupying the booked property. They will be the named person/individual of the booking and take full responsibility for the details/information provided, payments owed, all other individuals of the booking parties' behaviour and actions, as well as agreeing to our terms and conditions.
2. All bookings will be confirmed by email; we strongly advise no further travel arrangements are made until you are in receipt of a confirmation of booking.
3. We have the right to refuse any booking before we send you your written confirmation. If we do this, we will tell you in writing and promptly return to you any money you have paid to us. In this case we will have no legal responsibility to you.
4. Reservation Fee – A non-returnable deposit of 25% of the full holiday cost per cottage when booking online.
5. The balance is due 6 weeks before the holiday start date. Bookings made within 6 weeks of the holiday start date must be paid in full at the time of booking. In the event of the balance not being paid by the due date, we reserve the right to cancel your booking and re-let the property. If re-letting cannot be arranged you will be liable for payment of the full balance. Where a holiday is cancelled after full payment a refund, minus a small administration charge, will only be made if the holiday is resold. No dates are able to be secured or made provisional without the deposit payment.
6. Your booking shall be in accordance with the details confirmed at the time of booking. Your booking is non-transferable and non-alterable. If you do wish us to make an alteration to your booking, we will use reasonable endeavours to accommodate your request, but no guarantee can be given. An administration fee of £25 may be charged for making any alteration to your booking and increased rates may apply for altered accommodation and/or timings. Where an alteration results in a reduction in duration and/or is for a downgrade in property, no refund will be given, but we will attempt to waive our administration fee where possible. Once the contract is made it cannot be transferred to anyone else or changed (including the members of your party) without our agreement.
7. Only those people listed on your booking confirmation are entitled to occupy the accommodation. For safety and security the total number of guests must not exceed the maximum capacity as advertised on our website. Children and infants must be included and numbers comply with the guidelines stipulated for each property type.

8. In the interest of the enquiring party and other guests we reserve the right to refuse large groups of any sort and to limit the number of properties booked by the same group to no more than one.

Cancellations

9. Should you have to cancel your holiday please inform us immediately by telephone and confirm in writing. Cancellations will be confirmed by email and you will forfeit your reservation fee.
10. In the event of a cancellation being made after your full fee has been paid; a refund may be made at the proprietor's discretion if the cancellation is caused by death, accident or illness to any members of the party and where a medical certificate accompanies the cancellation.
11. If a cancellation is made for any other reason, every effort will be made to re-let the unit, and only if re-let and there is no loss to the business will a form of refund be considered. The definition of re-let is when all other accommodation is let. The amount of refund will be dependent on the rental value secured for the re-let which may have been discounted to secure a booking and will be less your reservation fee. You are therefore advised to take out holiday insurance.

Prices

12. Our current tariff prices are found via our website and may be subject to change at any time. The price paid at the time of reservation is the price agreed for your booking and cannot subsequently be changed by way of Special Offers or price reductions/increases made after the date you placed your booking. Prices quoted are for our properties not for the individual party members; and they are fully inclusive of energy, rates and VAT where applicable and at the current rate.

Occupancy guidelines

13. For example: The occupancy shown as 'sleeps 5 + 2' means that there are 5 bed spaces within the property and that there may be an additional 2 sleeping spaces available. The +2 may have age restrictions, please refer to the individual property descriptions for additional sleeping arrangements and the maximum overall occupancy made up of adults, children and infants. Additional sleeping options may be charged accordingly. Where available, sofa beds are 4ft doubles and for comfort reasons we recommend use by either one adult or up to two children aged up to 12 years of age; charged at £25 per stay and inclusive of linen and may be limited to stays up to a maximum of 7 nights. Travel Cots and high chairs are available by request (please note we do not provide infant bedding). We do not permit guests to add their own extra beds, such as camp beds or inflatable mattresses. Sleeping directly on sofas is prohibited. The maximum occupancy of each property is as stated on each property description page and booking request form and as agreed at time of booking and must not be exceeded. Please ensure you abide by these restrictions and take note of the maximum occupancy including infants. Double and King beds are for a maximum of 2 people.

14. Towels are available, provided these are pre booked, and will consist of a small hand towel and bath towel and are charged per person.

Quality

15. Please note the photographs of the properties on our website are representative of the quality of finish which may alter from property to property. Soft furnishings and exact finishes may vary from those photographed but will be of a similar style and of an appropriate standard.

Arrivals & Departures

16. Bookings are from 4pm on the day of arrival until 10am on the day of departure. We like to prepare the properties to a high standard of cleanliness and appreciate arrivals not before 4pm.

Children

17. Children are the responsibility of their parents or guardians at all times. It is important that you always know where your children are as there is a fast flowing river adjacent to the playground area. Please be aware of the pool and that there is no life guard (further details and health and safety information is included in your welcome pack).

Pets

18. Notter Mill Country Park accept well behaved dogs by prior arrangement; the price per dog per day is as detailed on our website booking system. We reserve the right to restrict the number of dogs allowed per property, (generally a maximum of two small to medium sized dogs dependant on breed) and to restrict the total number of dogs in residence across the whole of our complex at any given date. Some breeds of dog including those listed in the Dangerous Dog Act are not allowed. Dogs are not permitted around the swimming pool. Dogs must be kept under control in the recreation area and kept away from the children's play area. Dogs must be on a lead at all times around the park but can roam more freely around the conservation area. Owners are responsible for cleaning up after their dogs and are to dispose of waste using bins provided at your cottage. Dogs are not to be left unattended as this can lead to distress to the animal, noise disturbance to other guests and potential damage to our property. We politely ask that your dog has been vaccinated and treated for fleas and parasites in advance of your arrival. Please enquire should you wish to bring any other type of family pet; we may consider pets on a case by case basis.

Visitors

19. If you have visitors to the park please inform us. Visitors can park in the car park and we ask that they do not park within the complex. We welcome day visitors to the park to come and see you in your cottage however we restrict use of facilities to 2 adults and 2 children provided they are accompanied by an adult staying as a guest.

Smoking

20. Smoking, including the use of E-cigarettes, is strictly not permitted in any of our properties or buildings. For the safety and benefit of all our guests we ask if you like to smoke to please do so outside of the properties. If smoking has occurred within the accommodation a minimum charge of £150 to cover deep cleaning will be raised against any person or party to be found to have done so.

Allergies

21. If any member of your party suffers from an allergy, we would strongly recommend that you do not book accommodation before making us aware so that we can discuss your specific needs.

Accessibility and specific needs

22. If your group includes someone with any specific needs, it's always best to let us know before making a booking. We can then try to ensure both the accommodation and surroundings are suitable for you and all members of your party. If you do not inform us prior to or at the time of booking, we cannot be held responsible if the accommodation is not suitable.

Car Parking and vehicles

23. We offer one allocated parking bay for each property. Overflow parking is available onsite on a first come first served basis and therefore not guaranteed. Prior consent from Notter Mill Country Park is required for minibuses, motorhomes, sign written vans, trailers & long wheel base vehicles. The speed limit on site is strictly 5 mph. Your vehicles, their accessories and contents are left entirely at your own risk. We will not be responsible for any loss or damage from or to any vehicle from any cause whatsoever other than, in the case of negligence by us or our employees or agents.
24. Please note we do not currently have a facility to charge hybrid or electric cars. You are not permitted to charge your car using the holiday home electricity.

Wi-Fi

25. A Wi-Fi service may be made available for you to use in your holiday home. If a Wi-Fi service is available, it is provided on an “as is” and “as available” basis and we make no warranties or representations whether express, statutory or implied in relation to such Wi-Fi service. We do not warrant or guarantee the availability of any Wi-Fi service or the performance of the internet or that the transmission of information over the internet will be secure or that the internet will be accessible at all times or at the speeds indicated by us.

Personal possessions

26. You and your party are responsible for all of your possessions whilst at Notter Mill Country Park and in your holiday home, we are unable to accept any liability for any loss, damage or theft of your personal belongings during your stay.

Home Delivery Policy

27. Major Supermarkets do make deliveries to Notter Mill Country Park and we do not discourage our guests from using these helpful services, but please take note of the following: Ensure your delivery is arranged for a time and date where you will be able to sign and receive it. Please do not arrange for deliveries outside of 10am and 7pm as access will not be permitted. Notter Mill Country Park will not be able to assist in any deliveries in your absence and will not take responsibility for any goods ordered and/or any ‘alternatives’ offered. It is essential you will be here to receive your order, as in your absence deliveries will be returned to the store.

Lost & Found

28. Claimed items can be sent back on request, Notter Mill Country Park will require payment to cover the cost of postage. If items are not claimed within 14 days of departure, they may be given to charity or discarded. Food items that are left on departure such as Alcohol, fridge/freezer contents and drinks will be deemed to have been discarded and will be disposed of on the day of departure. Unopened food items, where possible and at our discretion, may be donated to the local food bank.

Breakages

29. We would like to point out that a hirer is legally held responsible for any damage or breakage. We would appreciate notification of breakages, to ensure the accommodation is fully equipped for future guests.

Special Offers

30. No one offer can be taken in conjunction with any other offer. All offers are subject to availability. Discounts cannot be retrospectively applied to bookings already made prior to any relevant offers.

Rights and behaviour

31. We would like all our guests to enjoy their holiday with us. We therefore reserve the right to refuse some bookings, if we think a person or group will compromise the enjoyment of other guests or the wellbeing of staff. If you are unruly or antisocial whilst staying with us, you will be required to leave immediately without a refund. This type of behaviour includes, but is not limited to, any discrimination against, or harassment of anyone in relation to their sex, race, colour, religion, religious or philosophical belief, nationality, age, ethnic origin, relationship status, disability, sexual orientation, or gender re-assignment.
32. Notter Mill Country Park reserves the right to terminate any booking prior to and at time of arrival and during your stay, without compensation or refund, should any of the booking party members be deemed to be unsuitable to take charge, compromise the enjoyment of other visitors or be in breach of any of our terms. We ask guests to be considerate of others, noise disturbance and disruptive behaviour from any source whatsoever and at any time of day cannot be accepted. Notter Mill Country Park maintain all its grounds, property and contents with all due diligence. However, no claims will be entertained in respect of faulty items, breakages or force majeure.

Force Majeure

33. We regret we cannot accept responsibility or pay any compensation where the performance or prompt performance of our contract with you is prevented or affected by reason of circumstances which amount to force majeure. Circumstances amounting to force majeure include any event which we could not, even with all due care, foresee or avoid. Such circumstances include the destruction or damage of the property that you have holiday rented from us (which cannot reasonably be remedied to a satisfactory standard before the start of your holiday) through fire, flood, explosion, storm or other weather damage, break-in, criminal damage or any similar event. Such circumstances also include riots or civil strife, industrial action, natural or nuclear disaster, fire, adverse weather conditions, war or threat of war, actual or threatened terrorist activity and all similar situations beyond our control.

Website and printed information

34. Whilst every effort is taken to ensure that the details on our website or on any relevant documents sent or displayed digitally or in printed format, including any promotions, are correct at time of being published. We cannot accept responsibility for errors contained therein or results thereof. We are not responsible for unforeseen events or matters over which we have no control. While we do our best to ensure that all information is up to date and accurate, there is always the possibility for human error. All accommodation is subject to availability. All images used are representative and are used for illustrative purposes only. Soft furnishing might differ from those photographed.

Notter Mill Country Park may change these terms from time to time. If we do so then we will notify you by email and posting the new terms on our website.