



STEAM MILL
— LODGES —

Booking Terms and Conditions

Please take the time to read these Terms and Conditions. They include important information about your booking, the lodges, site facilities and your stay with us. All guests staying with us must be aged 18 or over.

We highly recommend that you take out suitable travel insurance for if you need to cancel your stay.

Booking

- The lead person booking must be aged 18 or over at the time of booking.
- There is a maximum of 2 adults per lodge or 4 adults in Buttercup.
- No additional visitors are permitted on site.
- No Children are permitted to stay with us.
- We do not accept group bookings for stag or hen parties
- We do not allow you to share your booking with others.

A non-refundable deposit of £100 is required to secure your booking. All bookings MUST be paid in full 6 weeks prior to your arrival date, failure to make the full payment will give Steam Mill Lodges the right to cancel your booking and retain your deposit. If your arrival date is less than 6 weeks at the time of booking, full payment will be required.

Bookings made through our online booking system are provisional until confirmed. A contract shall only arise when your booking is subsequently confirmed in writing via a letter of confirmation sent to you by email or post.

Security deposit

At the time of booking you will be asked to store a card for a security deposit authorisation of £150. This will only be used if you do not comply with our terms and conditions. Failure to store a card for the security deposit may result in your booking being cancelled. The card will have the pre authorised amount added 7 days before your arrival and then removed 2 days after your departure.



Cancellations/no shows

We highly recommend that you take out suitable travel insurance for if you need to cancel your stay.

Should you wish to cancel you're booking 6 weeks or more prior to your arrival date any monies paid will be refunded less your holding deposit. If you cancel with less than 6 weeks to your arrival date regrettably we are unable to refund any monies paid

Reschedule – if you wish to reschedule your booking this must be done 6 weeks or more before your arrival date, we cannot reschedule bookings with less than 6 weeks to your arrival date. An administration charge of £50 will apply and any differences in price applicable for the new dates.

If you are unable to travel due to illness our cancellation policy will apply

If you do not check in on your chosen booking dates a refund will not be provided. Please ensure you have checked your dates carefully as we will not be able to accommodate you should you arrive on the wrong date.

Steam Mill Lodges reserve the right to cancel or refuse bookings at all times. Should Steam Mill Lodges need to cancel your booking due to unforeseen circumstances a full refund of monies paid will be given.

Steam Mill Lodges cannot be held responsible if are unable to travel due to extreme traffic or weather conditions. If you are unable to reach us due to these conditions you will not be offered an alternative date or a refund.

Check-in and out times

Check-in is between 4pm and 7pm. We do not accept any check-ins after this time. Check-out is at 10:00am. If you are departing on a Sunday check out is 11:00am

If you are expecting to arrive after 7pm you **MUST** contact us to arrange this prior to your arrival. If no communication has been received from you, your lodge will not be accessible.

Parking/Vehicle movements

There is a designated car park on site. Please do not park on other areas of the site.

Vehicles are left at your own risk. We accept no responsibility for damage or theft on the site. We operate a 5-mph speed limit on site, please drive slowly



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when you are on the site to maintain the safety of yourself and our guests on the site.

Site

Please dispose of your rubbish in the bins provided in your lodge and in the bin store located in the car parking area. Please do not flush any sanitary products down the toilets.

Please keep noise within a respectable level and please respect your lodge neighbour's privacy. We request that no music or hot tubs are used after 11:00pm.

Cleaning

The lodges will be cleaned and an inventory taken between each stay.

You are responsible for leaving the lodge in a tidy manner before you leave, including putting rubbish in the bins and washing up any dirty kitchenware or using the dishwasher. A charge of £20 per hour will be charged for any lodge that have been left in an unsatisfactory state. Any damages or missing items will be charged accordingly.

Barbecues/Fire pits

Guests are not permitted to bring their own barbecue. You may hire a Barbecue from us at a cost of £20 which includes the barbecue, utensils and charcoal. This service can be pre-paid or paid upon delivery to your lodge. Pre booking is advised to ensure availability.

No fire pits are to be used on site.

Smoking

All lodges are **Non-Smoking in side**, should you wish to smoke please be respectful of others and dispose of your waste appropriately and use the ashtray provided. Naked flames such as candles, Chinese lanterns and fireworks are not allowed anywhere on site. Smoking in the hot tub is STRICTLY prohibited.

Drugs

No illegal substances are permitted on site. Should you be found to be using these substances you will be asked to leave immediately and no refund will be given as you will have breached our terms and conditions.



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Pets

Pets are welcome in our pet friendly lodges only (We accept 1 medium dog or 2 small dogs up to 17kg each at a charge of £40 each)

Dogs must be kept under control at all time

You must clean up after your dog promptly and dispose of in the green waste bin located in the car park

- Do not leave your dog unattended on site or in the lodge at any time
- Do not allow dogs in the hot tubs
- Do not allow dogs on the sofa or bed

Children

We are an adults only site, no one under the age of 18 is allowed to stay on site.

Lost Keys

Any lost keys will be charged at £45 as we will have to replace the key and the locking system for security reasons.

Personal belongings

Steam Mill Lodges does not accept any responsibility for personal belongings lost or damaged. Contents, belongings and vehicles are left at the owners risk.

Should any items be left behind we will discuss this with you to get your items returned to you as soon as conveniently possible. Please note there will be a £10 administration fee (this does not include postage costs)

Hot Tubs

Please refer to the hot tub disclaimer provided.

If you are found to be in breach of these conditions during your stay we reserve the right to ask you and your party to leave, with no refunds given.

There is an information booklet provided in each lodge which we advise you read through as this contains instructions and important information.



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Hot tub disclaimer

FAKE TAN MUST NOT BE WORN IN THE HOT TUB UNDER ANY CIRCUMSTANCES.

Guests **MUST** shower before using the hot tub, to ensure the removal of moisturisers, sun lotion, make up and perfumes that will affect the clarity of the water and chemical balances, this ensures a pleasant experience for all. Guests should also shower after using the hot tub.

It is vital that the pool is kept clean for your own safety. Failure to do so results in the water balance changing which seriously diminishes the effectiveness of

the sanitising chemicals. This in turn can lead to nasty microbiological bacteria multiplying rapidly causing several serious hazards to user's health.

Failure to maintain a clean pool may result in the need to drain down, sanitise, and re-fill. Guests should be aware that failure to maintain a clean pool could result in a £75 fine

In consideration to the neighbouring properties the hot tub jets should not be used after 11:00pm, no music is to be played after this time and we ask if voices be kept to a minimum volume.

Drinks can be consumed around the hot tub area, please do so with care. Plastic glasses are provided for hot tub use. **DO NOT** use any glass in the hot tub. Should a normal glass be broken in the tub then **IMMEDIATELY** vacate the tub then turn the jets off if they are running. Please report this to staff so that it can be dealt with as soon as possible. If it happens late at night then please refrain from using the tub and notify staff in the morning.

AT NO POINT MUST ANYONE WALK ON THE HOT TUB COVER. This is both for your safety and to ensure no damage to the cover itself.

DO NOT USE THE HOT TUB IF YOU HAVE SKIN, EAR, GENITAL OR OTHER BODY INFECTIONS, OPEN SORES OR WOUNDS. AT NO POINT SHOULD THE HOT TUB BE USED IF YOU SUFFER FROM THE ABOVE. THIS COULD CAUSE THE SPREAD OF INFECTION, IRRITATE YOUR CONDITION FURTHER AND CONTAMINATE THE HOT TUB FACILITY. DO NOT GET INTO THE HOT TUB



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WEARING FAKE TAN, MAKE UP, BODY CREAM ETC. THIS WILL CAUSE SIGNIFICANT DAMAGE TO THE TUB AND FILTRATION SYSTEM AND CAN CAUSE IT TO BE UN OPERATIONAL AND HAVE TO BE CLOSED TO YOU.

DO NOT USE THE HOT TUB CONTINUOUSLY FOR MORE THAN THE RECOMMENDED TIME LIMITES.

This is first and foremost not good for your health and, secondly, running the pumps and leaving the lid open for longer will result in temperature loss and deterioration of water quality. Recommended guidelines suggest that you should use a hot tub for 15 to 30 minutes at a time with a maximum of 45 minutes at any one time.

DO NOT use the tub if you are unwell, have low or high blood pressure, are pregnant, sensitive to chlorine or have any open wounds. If you have any doubts ask your doctor before booking.

DO NOT EAT FOOD OR SMOKE IN THE TUB.

DO NOT SUBMERGE YOUR HEAD UNDER THE WATER.

DO NOT ADD ANY DETERGENTS OR FOAMING AGENTS LIKE BUBBLE BATH, SHOWER GEL OR ESSENTIAL OILS TO THE WATER AS THIS WILL DAMAGE THE FILTERS AND RENDER THE HOT TUB UNUSABLE

DO NOT ALLOW DOGS IN THE TUB

DO NOT IMMERSE YOUR HEAD UNDERWATER.

DO NOT PUT ANY WEIGHT ON THE LID AS IT MAY DAMAGE OR BREAK THE LID.

If the hot tub is not in use then the cover should be closed, leaving the cover open for prolonged periods will reduce the hot tub temperature and therefore ruin your enjoyment.

GENERAL

The hot tub requires frequent testing and chemical treatment in order to be enjoyed safely. This process should not disturb you. It is carried out to ensure the hot tub is then perfect for the rest of the day and evening.

The cover must always be replaced when not in use to maintain the temperature and ensure safety at all times.



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ALCOHOL AND HOT TUBS DO NOT MIX

Drinking alcohol in a hot tub can be dangerous. A hot tub causes your blood vessels to dilate which in turn will cause your blood pressure to rise. This means that alcohol will get into your blood stream faster and circulate through

your body faster which will have a greater effect on you than normal. The heat of the tub and the alcohol combined can cause dehydration and possible heat exhaustion. If you feel any of the following symptoms then get out of the tub immediately:

Light headed, dizzy, nausea, rapid heartbeat, faint or fatigue, headache, extreme sweating.

HOT TUB DAMAGES AND BREAKAGES

Any damages to the lid, steps, lifting system, controls or filtration will be charged accordingly.

In the case of mis-use and/or not following the guidelines set out above which result in the hot tub facility having to be shut down due to contamination, chemical in-balance, damage etc will be charged accordingly.

Any maintenance required as a result of introduction of pollutants (including soap, shampoo etc) will incur a charge.

ANY CHARGES INCURRED WILL BE FULLY DETAILED AND PHOTOGRAPH EVIDENCE WILL BE TAKEN

And Finally:

You use the hot tub at your own risk.

We cannot be held responsible for your safety whilst you are using the hot tub. You will be held responsible for any damage.

CHARGES

Failure to keep clean – Empty, clean and refill hot tub : £75.00

Damages will be charged at cost plus labour at £35 per hour.

We are very sorry that we have these rules, regulations and guidelines but we have learnt the hard way.



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BY USING THE HOT TUB YOU ACCEPT TOTAL RESPONSIBILITY FOR THE HOT TUB AND ALL PERSONS USING IT. USERS OF THE HOT TUB DO SO AT THEIR OWN RISK.