



Terms & Conditions

This is a legally binding contract between the property owner, Three Tree Lodge and the holidaymaker. The property owner is also referred to as "we" and "us".

The holidaymaker is the person who signs the booking form or, in the case of online booking, the person who makes the online payment. This person is responsible for ensuring all members of the holiday party accept and adhere to these terms and conditions. The holidaymaker is also referred to as "you".

The property referred to being Three Tree Lodge
at Linden Cottage
Colway Cross
Bishopsteignton
Devon
TQ14 9TJ
United Kingdom

Bookings

A booking deposit is payable at the time of the provisional booking being taken. The booking is taken on a provisional basis until the deposit has been paid in full and funds cleared through the banking system (where appropriate). The booking then becomes confirmed. Until the booking is confirmed, it can be cancelled at any time without prior notice.

The balance of the rental charge is payable not less than 2 weeks prior to the start of the holiday. Failure to pay the deposit or balance in full by the due dates will constitute a cancellation of the holiday by the holidaymaker. Please be sure to note the due dates of these payments.

Bookings made less than 14 days prior to the arrival date must be paid in full at the time of booking.

Cancellation by the Holidaymaker

You may cancel your booking up to 14 days before your scheduled check-in date and receive a full refund, less a £15 administration fee to cover payment processing and administration costs.

Cancellations made within 14 days of arrival are non-refundable. However, if we are able to re-let the dates, we will refund any monies paid, less the £15 administration fee.

We strongly recommend that guests take out suitable travel insurance to cover unexpected changes to travel plans, illness, or adverse weather conditions.

If you need to cancel, please contact us in writing at your earliest opportunity.

Cancellation of the booking by the holidaymaker should be made in writing to info@threetreelodge.co.uk. If you do not receive a reply please telephone.

Celebration Packages & Optional Extras

Celebration packages and other pre-ordered items are non-refundable once ordered due to the preparation and/or costs incurred.

The Wood-Fired Hot Tub Experience has a separate cancellation policy. If your stay is cancelled more than 14 days before your scheduled arrival date, any payment made for the Wood-Fired Hot Tub Experience will be refunded. If your stay is cancelled within 14 days of arrival, the Wood-Fired Hot Tub Experience is non-refundable. If we are unable to provide the experience, any amount paid for it will be refunded in full.

Cancellation by the Property Owner

The property owner will endeavour to make sure the stated property is available for the dates contracted. In the unlikely event the property becomes unavailable and the property owner has to cancel the booking, the property owner will endeavour to find the holidaymaker suitable alternative accommodation. If suitable alternative accommodation cannot be found, the holidaymaker shall be entitled to a full refund. The property owner shall only be liable to return the monies received. No compensation or consequential losses shall be paid.

Miscellaneous

Whilst every care is taken to provide a true and accurate description of the property, over time, alterations are made and some things do change. The holidaymaker accepts that no refunds are available for such discrepancies.

The property owner reserves the right to enter the property, at a reasonable time, in the event of an emergency or remedial repair work being required.

The property owner is entitled to ask the holidaymaker to leave the property without any refund if, in the property owner's opinion, the behaviour of the holidaymaker and/or his/her party is unacceptable.

The property owner reserves the right to refuse entry to anyone, who in the property owner's opinion is not suitable to or capable of taking charge of the property.

The property owner reserves the right to ask the holidaymaker and their party to leave the property, without refund, should the behaviour of the holidaymaker and/or their party be considered by the property owner to be unreasonable.

Number of Guests

The maximum number of people entitled to stay at this property is 2 and furthermore, only those people named on the booking form are entitled to stay. If it is found that more people than agreed are using the property, this will be considered a breach of contract and the holidaymaker and his/her party will be asked to leave immediately without any refund. Sub-letting or assignment of the let is prohibited.

House rules

No dogs are allowed.

No persons under 18.

General

- Absolutely NOTHING, including "flushable" wipes to be disposed of in the WC apart from toilet tissue. A charge of £250 is made for blockages of our septic tank system if this request is ignored
- Please use electricity for heating and lighting respectfully.
- Please do not leave lights and/or heating on when you are out/when you leave the property.

- No use of candles is permitted.
- No loud music or excessive noise please.

Arrival and Departure Time

Every effort will be made to have the property available from 16:00 on the day of arrival. The property must be vacated by 11:00 on the day of departure. Late departure will result in an additional charge of £15ph being made. Information about keys and how to collect them will be provided once full payment has been received.

Liability

The property owner takes no responsibility for the personal possessions of the holidaymaker or the holidaymaker's party. Vehicles and possessions are left entirely at the risk of the holidaymaker.

Cleaning

We would like to think the holidaymaker and party would treat the property as they would their own home and at the end of the holiday the property is left in the clean and tidy condition in which it was found. The property owner retains the right to make an additional charge for cleaning should the property not be left in a similar condition to the way it was found at the start of the holiday.

Breakages

The holidaymaker should make every effort to keep the property, fixtures and fittings and all contents in the same state of repair and condition as at the start of the holiday. Any accidental damage or breakages should be reported to the property owner (or their representative) prior to departure. The property owner retains the right to make an additional charge for damage and breakages although it should be noted that minor breakages and reasonable wear and tear (in the opinion of the property owner) will not be charged for.

Complaints

Every endeavour is made to ensure your stay with us is memorable for all the right reasons. However, we do recognise that on occasion this might not be the case. In these circumstances, it is the responsibility of the holidaymaker to make any such problem known to the property owner (or their representative) immediately it becomes apparent, thereby giving the property owner the opportunity to correct the situation. Unless this procedure is followed, no subsequent claim will be entertained.

The property owner will make every endeavour to rectify any identified problems as soon as is reasonably possible.