



## **Reservation Terms and Conditions 2018/2019**

### **1. Bookings process:**

Check availability on website: [www.youngcumbria.org.uk](http://www.youngcumbria.org.uk)

A minimum two night stay is usually required. However, please check if making a last minute booking.

Before booking please read our privacy notice

Email booking form to request booking dates

Once the booking is accepted you will receive an invoice

The booking is reserved for you for seven days from the invoice date

You will need to pay a 20% deposit to the bank details on the invoice to secure the booking

On receipt of deposit the booking becomes confirmed and you are bound by the terms and conditions

The balance is due three weeks before the booking

About a week before the booking we will email you with the key entry details

Subletting to others is strictly prohibited.

### **2. Cancellation and amendments:**

Cancellations made more than 42 days before the start date of the booking will avoid any additional charge beyond the deposit. Cancellations made when there are 42 or less days before the start date of the booking; incur a charge in addition to the deposit. This charge is a percentage of the total cost of the booking:

<b><u>Days before start of booking</u></b>	<b><u>Amount payable in addition to deposit</u></b>
42+	No Charge
31 to 42 days	50% of full cost
0 to 30 days	Full Cost

### **3. Arrival and Departure Times**

Young Cumbria will contact you by email about seven days before your visit to confirm check-in arrangements, with details of the key safe codes. Groups may arrive from **4.00 p.m.** onwards on their day of arrival.

The premises must be vacated by **11.00 a.m.** on the day of departure.

### **4. On Departure:**

Please ensure all rubbish is placed in bags in the skip. Ensure all lights are off, the gas fire is off and all doors and windows closed and locked, especially the french door. Close curtains and blinds. Please leave the cottage clean and tidy.

Young Cumbria reserves the right to access the buildings during your stay if emergency repairs are required.



## 5. Cleaning Charges

**If you do not leave the cottage in a reasonable condition, we reserve the right to charge an additional cleaning fee of £50 minimum.** Also, we reserve the right to charge for gas used if the fire is left on at check out. Checks are made prior to and after your stay.

## 6. Accommodation and Equipment

The property sleeps twenty two people in bunk beds. There is double glazing throughout and both buildings have independent central heating and hot water systems.

Cottage:

- Veranda
- Lounge with gas fire, modular seating
- Four bedrooms all with washbasins – eight dorm, six dorm and two x two dorms
- Two x WC
- Two x showers

Annexe:

- Kitchen with gas cooker, eye level grill, fridge freezer, microwave, industrial dishwasher, fixed hot water boiler for drinks, extractor fans with safety system, double sink and separate food preparation sink, pots, pans, crockery and cutlery.
- Large dining area with four collapsible tables and twenty two stacking chairs
- Payphone
- Drying room with dehumidifier
- One bedroom – four dorm
- Shower room suitable for wheelchair users (two showers) and washbasin
- WC suitable for wheelchair users. Lockable medicine cabinet

Outside:

- Wheelchair ramp available on request
- Shed - suitable for bike or canoe storage, wet suits etc. Plastic chairs and 3 tables for use outside
- Large grounds (grass and gravel) with ample parking
- Veranda with picnic bench and another bench

There is exclusive use at property with immediate access to the area outside the boundary which is a National Trust SSSI woodland area. There are steps down to the foreshore. All areas outside the boundary are accessible by the public on foot, including the foreshore. The storage area under the veranda is used by a local company to store kayaks.

Fire appliances are in both buildings and must not be interfered with. Fire exits are clearly marked. Smoke/heat detectors are installed.

## 7. Provision of Bedding

Isthmus Cottage is fully self catering. However, we provide mattress covers and pillows, basic liquid soap in the bathrooms, loo rolls and washing up liquid, dish cloth and cleaning items in the kitchen. You will need to bring:



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and Voluntary Youth Work

- Pillow case
- Sleeping bag or duvet
- Towels
- Personal toiletries
- Oven gloves
- Tea towels
- Tin foil, cling film, kitchen towel etc
- First Aid kit
- Torch

## **8. Damage**

We understand that accidents do happen and appreciate you informing us of any damage to the exterior or interior of the cottage or to any equipment or fittings. Groups may be liable to pay for the cost of replacement or repair; this may include a call out fee, applicable in cases where a local tradesman is required to rectify the situation.

## **9. The leader of your group is responsible for:**

Adhering to our terms and conditions

The good behaviour of all members and avoidance of damage the buildings and grounds and to neighbouring property and adherence to the countryside code.

Ensuring the premises are left in a clean and tidy condition before departure.

Ensuring cooking fat/oil is not poured down the sink. Please empty into a container and dispose of in the refuse.

Ensuring the TV is not moved.

Returning any rearranged furniture to their original settings before departure. This includes kitchen equipment/utensils.

Ensuring any damage is reported to the Young Cumbria at the earliest opportunity. Contact details can be found in the Information Booklet.

Ensuring the shutter on the 4 dorm bedroom in the kitchen annexe is open during occupancy.

Ensuring fires are not lit on the beach or on any other part of the Isthmus site – however barbecues are permitted on the Isthmus site only, you must provide your own BBQ and dispose of it appropriately, when cool, in the skip provided.

## **10. Heath, Safety and Security Rules**

Smoking is not permitted in either building at Isthmus Cottage.

For security purposes the main gate to Isthmus Cottage at the town end of the lane must be kept locked after 5pm Monday to Friday and permanently at the weekends.

Any third party nuisances or disturbances must be reported to Keswick Police on 101

## **11. Your possessions etc.**

Young Cumbria does not accept responsibility for damage to, or theft of possessions, equipment or vehicles on the premises of Isthmus Cottage.