

Reservation Terms and Conditions 2019/2020

1. Bookings process:

Check availability on website: www.youngcumbria.org.uk

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

Complete the booking form and return it to Young Cumbria. (No payment is necessary at this stage.)

An invoice will be issued on receipt of the booking form and the booking becomes confirmed once we have received a 20% non-refundable deposit, due 14 days from invoice date.

Our Reservation Terms and Conditions then apply.

The balance is payable in full at least 21 days prior to date of stay.

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:

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

3. Arrival and Departure Times

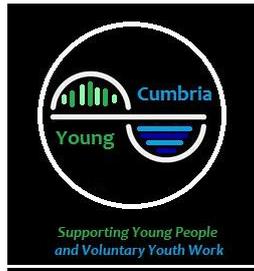
Young Cumbria will contact you by email at least 7 days before your visit to confirm check-in arrangements, with details of the key press codes. Groups may arrive from **4.00 p.m.** onwards on their day of arrival.

The premises must be vacated by **11.00 a.m.** on the day of departure. All food and rubbish must be removed in bags and put in the skip at the end of your stay. On leaving the premises, please ensure all lights are off, lock all doors and ensure all the shutters are closed and locked.

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

4. 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. Checks are made prior to and after your stay.



5. Accommodation and Equipment

Cottage Building

Sleeping accommodation for 18 in 4 rooms containing bunks for 8, 6, 2 and 2 respectively; wash basins with hot and cold water in all rooms; showers; separate toilets; a lounge leading onto Veranda with a magnificent view of Derwentwater and surrounding hills; central heating; open fire. You will need to bring your own coal/logs etc.

Amenity Building

Sleeping accommodation for 4 in 1 room containing bunks; two showers with disabled access & wash basin with running hot & cold water; disabled toilet; kitchen/dining area with gas cooker; microwave oven; eye-level grill; fridge/freezer; drying room with de-humidifier; pay telephone. The amenity building uses night storage heaters. There is a full range of cutlery and crockery for 22 persons and cooking utensils. Please bring your own tea towels, oven gloves etc.

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

6. Provisions

We provide;

Mattress covers and bed rolls - We ask that these are used to maintain the durability of the mattress.

Basic pillows – pillow covers are supplied but not pillow cases. Please remove any pillow covers used during your stay and leave on the respective bed.

Please bring your own:

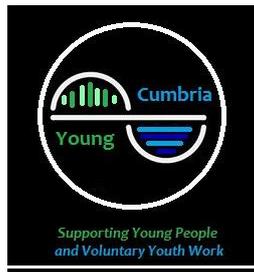
Sleeping bags or quilts and pillow cases

Towels & toiletries

Tea-towels, oven gloves, tin foil, cling film etc

7. 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.



8. 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.
- Cleaning the premises before departure.
- Ensuring that cooking fat/oil is not poured down the sink. Please empty into a container and dispose of in the refuse.
- Ensuring the TV's are not moved.
- Returning all facilities to their original settings before departure if they have been rearranged to suit personal needs. 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 that all used mattress and pillow covers are removed from any used beds and left on the beds.
- Ensuring all shutters are opened during occupancy - please retain padlocks when they have been taken out to open the shutters.
- Ensuring the shutters are closed and secured correctly on the day of departure
- 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.

9. Heath, Safety and Security Rules

Shutters in rooms must be open when rooms are occupied (closed, padlocked shutters are a fire trap).

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. – **This is not currently in use.**

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

10. 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.

