



Terms and conditions of booking

The required deposit must be received by us before we can confirm your booking, but once your holiday has been confirmed, it forms a binding contract between us and the following conditions of hire form the basis of this.

1. Clippesby Hall's safety and other rules must be observed at all times.
2. We can accept no responsibility for loss of or damage to goods, or injury or death to persons, to the extent that such liability can be lawfully excluded. Cars, cycles, vehicles, motor caravans and tents, together with their contents and any accessories are left at your own risk. We cannot be held responsible for any loss of or damage from or to any vehicle or its contents whatsoever.
3. If we are unable to make available the pitch or property booked through circumstances completely beyond our control (e.g. fire, flood etc.), alternative accommodation may be offered, although this cannot be guaranteed. In these exceptional circumstances, deposits and any other monies paid would be fully refunded.
4. No refunds will be offered if you cannot complete your stay for any other reason.
5. We regret that deposits and monies paid are non-refundable, except as mentioned in 3 above.
6. The number of people must not exceed the number stated when the booking was made except by prior arrangement, and in any event shall not exceed the capacity as advertised.
7. We reserve the right to decline group bookings.
8. Facilities and amenities may be altered or withdrawn if circumstances beyond our control necessitate this (e.g. Health & Safety rules, drought orders, excessive rainfall etc)
9. The balance due on your holiday must be paid 6 weeks in advance of the start date, and we reserve the right to cancel your booking and re-let the relevant accommodation in the event full payment is not received within this timescale.
10. Hirers are responsible for making good any damage or breakages, replacing like with like wherever possible. Please advise Reception of any breakages or damage as soon as possible during your holiday.
11. We ask that self-catering accommodation be left reasonably clean and tidy at the end of your holiday, and we reserve the right to make additional charges in the event that our normal cleaning procedures are deemed inadequate to ensure the property is ready for the next guests.
12. In the event of a complaint, please notify Reception immediately so that this can be resolved to your satisfaction during your holiday. Unfortunately, we cannot be held liable for any shortcomings if these are not reported at the time.
13. One dog per cottage or pitch is allowed if prior permission has been given, and the appropriate fee paid. Pets are only allowed on the understanding that they are not permitted on any furniture and are kept on a lead and under close control at all times while on the park. Pets are not allowed in the coffee shop, swimming pool area, shop or any play areas. You agree to clear up after your dog and to dispose of the waste in the nearest rubbish stockade.
14. If cancellation of your holiday becomes necessary within 6 weeks prior to the start of your holiday, you will remain responsible for the balance of the hire charges. **We strongly recommend you consider taking out appropriate insurance.** If you do have to cancel your holiday please notify us as soon as possible, either by email or telephone, also confirming in writing at the same time.
15. Information about your party. We have the right to obtain the name, date of birth, address and gender of each member of your party before confirming your booking or at any time. You (the booker) must be a member of your party unless we agree otherwise. Failure to provide us with full details of the make up of your party prior to your arrival may result in access to Clippesby Hall being delayed or denied. We want to maintain a safe and secure environment for you and your family and may ask for identification on arrival. We don't knowingly allow anyone to use or visit Clippesby Hall who is a convicted sex offender or subject to the notification requirements of the Sexual Offences Act 2003, or subject to a Sexual Risk Order or Child Abduction Notice.
16. We reserve the right to correct errors made in our advertised and confirmed prices as we notice them. We also reserve the right to pass on any additional accounting and/or bank charges incurred through the processing of credit card transactions, re-presenting cheques and late payments.