

Terms and conditions

Terms and conditions apply to *Guests* and all members of their party (including day visitors). It is the *Guests'* responsibility to ensure that each member of their party is aware of and accepts the terms and conditions and the obligations contained therein.

The *Owners* reserve the right to cancel a booking without compensation or refund should *Guests* not comply with any of the terms and conditions outlined below.

2. Arrival and Departure

In order to prepare the cabins between *Guests*, we ask that you arrive after 2,00pm and leave by 11am on departure date. Occasionally extensions to departure time can be accommodated by prior arrangement. If you are bringing horses you may arrive earlier in the day to ride, sort out your tack and settle your horses in the grazing paddocks, although access to the cabins will not usually be possible until 2pm.

3. Bookings/Payment

All bookings must be made by people aged 18 years or over. Initially bookings may be provisional - by telephone, or e-mail. No booking is confirmed until a non-refundable deposit of £150 per cabin per week has been received. For short breaks the deposit is £50 per cabin.

The remaining balance payment will be due 6 weeks before the holiday date. Please note you may lose your booking and deposit if we do not receive the full balance as stated.

For late bookings (within 6 weeks of holiday date) payment is required in full at the time of booking.

The price includes all heating, electricity, bed linen, tea towels, some additional facilities (see below), Toilet rolls washing up liquid

Towels can be hired

All Prices are inclusive of VAT

4. Cancellations

If you have to cancel please inform us immediately and we will endeavor to re-let the cabin(s) and return your payment in full. If this is not possible, all monies which have been paid will be forfeited. Therefore, CANCELLATION PROTECTION INSURANCE IS RECOMMENDED. You may not under any circumstances transfer your booking to anyone else without our consent.

The Owners do not accept responsibility for breakdown in public or local supplies, including water or electricity, WEATHER Road closure nor any claims against inconvenience caused by such incidences, or by building works that may be deemed as necessary. In the case of any breakdown Guests are asked to notify the Owners immediately. We will endeavor our best, in conjunction with the service company concerned, to correct the fault as soon as possible.

In the event of a national or local disease epidemic, whether human or animal, the Owners reserve the right to cancel any booking at any time. .

The Owners retain the right to refuse to hand over to a Guest, or repossess holiday accommodation if it is reasonably believed that any damage is likely to be caused, or can repossess the self-catering cabin if damage has already been caused. No refunds will be given in these circumstances.

Any complaints must be made known to the Owners immediately. No complaints will be entertained after the end of the hiring period or after the Guest has departed.

5. Safety

Car parking is limited so please car share

Please respect our quiet times no loud music between the times of 11pm and 7 am

Please ensure that children are not allowed to wander around unsupervised outside the cabin area. Long mountain Centre is a working stable and can be very dangerous; watch out for horses being moved in and around the yard. It is especially important that children do not climb on the hay barns gates or fences.

No fireworks or Chinese lanterns.

Long mountain Centre has a no smoking policy in all cabins, smoking is prohibited in and around the yard and stables

Guests may not bring any personal shotgun or firearm to Long mountain Centre under any circumstances

Guests may be asked to leave immediately if their conduct is considered to infringe the Owners' terms and conditions/rules or is likely to impair the enjoyment, comfort or safety of other guests and/or staff. No refunds will be given in these circumstances.

If Guests or any member of their party has or has just had an infectious or contagious medical condition the Owners have the right to refuse to accept the booking, cancel the holiday or ask the Guest to leave Long mountain Centre immediately should it be considered necessary, to protect the health of other guests and/or staff. The Owners should be informed immediately should any condition develop within four weeks of arrival date or during the holiday at Long Mountain Centre

6. Additional Facilities

Cots and highchairs are available upon request at an additional charge, but must be booked in advance. Note Guests need to supply own cot bedding.

We don't supply towels but they can be hired from us,
pre ordered breakfast hampers available on request

7. General

The number of persons occupying the cabins must not exceed that stated at the time of booking, unless agreed previously with the Owners. Sub-letting of the cabins is strictly prohibited.

The Owners cannot accept responsibility or liability for loss or damage to Guests' property, or for personal injury, or damage to bicycles, cars or horseboxes/trailers parked at Guests' risk.

The Owners reserve the right to have access to the cabins at all reasonable times, with prior notice whenever possible.

The Owners endeavor to maintain high standards of comfort and cleanliness at all times. The Guest must therefore undertake to keep all furniture, fittings and effects in the same good condition as they were found. If extra cleaning is required after departure it will be charged to the Guest.

All damage must be reported to the Owners as soon as possible. Accidental damage or breakage of a minor nature will not normally be charged for, but the Owners reserve the right to charge for any non-trivial damage, losses or additional cleaning required howsoever caused. Immediate payment from the Guest is required to cover any such costs.

No medical facilities are available on site.

Mobile phone reception is variable depending on the service provider. In emergency there is a land line telephone available at the house

8. Pets

Dogs are allowed at extra cost

Dogs are not allowed on furniture, beds or chairs and any damage caused, or additional cleaning required will have to be paid for. Dogs must not be left unattended in the cabin at any time, and must always be kept under control, particularly around the yard and animals. All dog mess must be picked up. Failure to meet this condition will be treated as a cancellation.

