



## Living Waters Retreat Policies

Check-In Time 02:00 PM | Check-Out Time 10:00 AM

### Booking Policy

- A booking is confirmed once the required full payment has been received.
- The lead guest must be at least 21 years of age.
- The person making the booking must stay at the property for the duration of the reservation. If you are buying this as a gift for someone, please book with their name.
- Maximum occupancy must not exceed 6 people.
- No parties, events or large gatherings are permitted.

### Cancellation Policy

You may cancel your booking, with the following stipulations

- More than 30 days before arrival – **full refund** minus any administration fee incurred on us by our payment provider.
- 14–30 days – **50% refund**, minus any administration fee incurred on us by our payment provider..
- Less than 14 days – **no refund** unless the dates are rebooked.

Guests are strongly advised to purchase travel insurance.

### Check-in and Check-out

**Check-in:** From 2:00 pm

**Check-out:** By 10:00 am

Early check-in or late check-out may be available by prior arrangement with the owner.

### House Rules

Guests agree to:

- Respect neighbours and keep noise to a minimum, especially between 10:00 pm and 8:00 am.
- Leave the property in a reasonable condition.
- Report any accidental damage immediately.
- Not smoke or vape inside the property.
- Not move furniture.

- Not charge electric vehicles from standard household sockets.

## Smoking Policy

Smoking and vaping are **strictly prohibited inside the property.**

Smoking is permitted outdoors only, with cigarette ends disposed of responsibly.

## Children

Children are welcome.

Parents or guardians are responsible for supervising children at all times, particularly on decking, near water, or in car parks.

## Parking

Free parking is available for 2 vehicles.

Vehicles are parked at the owner's risk.

## Damage

Guests are responsible for any loss or damage beyond normal wear and tear.

We appreciate honesty and most accidental damage can be resolved quickly if reported promptly.

## Cleaning

The lodge is professionally cleaned before every stay.

Please:

- Wash used dishes.
- Dispose of rubbish in the appropriate bins.
- Leave the property tidy.
- Please put used kitchen t-towels and bath towels in the bath.
- Please take sheets off bed and put into the bath with the towels.

## Lost Property

Items left behind will be kept for 14 days where practical.

Guests are responsible for postage and packing costs.

## Wi-Fi

There is no Wi-Fi provided. Guests will need to hotspot from their phones.

## Maintenance and Emergencies

We aim to resolve any maintenance issues as quickly as possible.

In an emergency, guests should contact us immediately using the emergency contact details provided.

## Liability

Guests use the property and its facilities at their own risk.

The owner accepts no responsibility for:

- Personal injury except where caused by owner's negligence.
- Loss or theft of personal belongings.
- Vehicle damage or theft.

Nothing in these terms excludes or limits liability where this would be unlawful under UK consumer law.

## Privacy

Personal information is used solely for managing your booking and meeting legal obligations.

We do not sell guest information to third parties.

## Force Majeure

We are not liable for cancellations or interruptions caused by events beyond our reasonable control, including severe weather, government restrictions, utility failures, or other unforeseen circumstances. Where possible, we will work with guests to offer alternative dates or another suitable solution.