



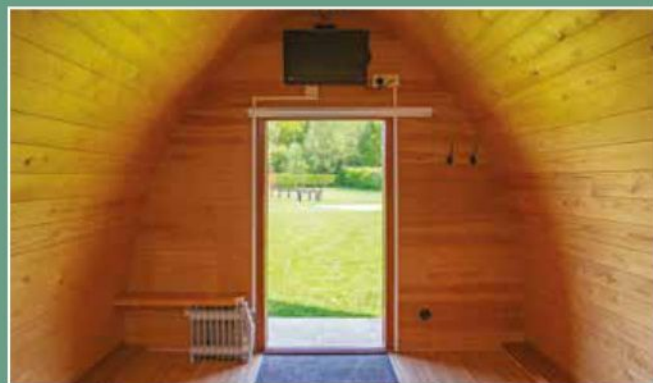
The Pods...

Located in Holly Field a different type of camping awaits you!

Our 3 family Pods are cosy wooden structures with sheep's wool insulation which keep the inside of Pods cool in summer and warm in winter.

- Double electric sockets
- Electric heater
- Wall lights
- 1 pod is dog friendly
- Glazed french doors
- Covered floors
- Can accommodate up To 4 adults
- Showers and wc adjacent
- Plate wash room adjacent
- Baby change room adjacent
- Designated parking bay for 1 vehicle, except for festival weekend!

To book your camping break please visit:
henlowbridgelakes.co.uk
or call on: **01462 812 645**



Leave your tent - just bring your basic camping equipment!



**Henlow Bridge
Lakes & Riverside**
Bridge End Road,
Henlow, Beds.



POD BOOKING TERMS & CONDITIONS

PLEASE MAKE SURE YOU READ AND UNDERSTAND THE FOLLOWING TERMS & CONDITIONS BEFORE YOU BOOK ONLINE OR PAY A DEPOSIT. PLEASE KEEP THEM FOR FUTURE REFERENCE. BY MAKING PAYMENT, YOU AGREE TO THESE TERMS.

BOOKING FORM

A 25% deposit is payable to confirm your booking. The full balance must then be paid 6 weeks prior to arrival. A reminder will be sent by email with a link to make an automated payment to your account, if booking is made within 6 weeks of arrival then payment will be required to be paid in full. As the hirer, you confirm the booking and agree to abide by the Terms and Conditions of Hiring. You also declare that you are authorised to make the booking on behalf of the whole party, and that you are over 25 years of age. Booking is not confirmed until a deposit is paid within 6 weeks before arrival. If not the Pod will be released back for general sale.

Car registration numbers are required for automatic gate entry/exit.

SMOKING

The Pods are STRICTLY NON SMOKING. If you, or any of your guests smoke inside the Pod there will be an additional cleaning fee of at least £100 added on departure. There are designated smoking areas on site.

PETS

Dogs are ONLY permitted with prior approval. If agreed then a £35 fee applies. All pets must be leashed at all times. Pet owners are responsible for cleaning up all pet faeces. We also ask that you bring your pets feeding bowls, toys and bedding with you. Dogs are not to be left unattended in Pod at anytime.

CHILDREN

Please ensure that all children are supervised at all times. HBL is a large family oriented site & whilst we encourage everyone to enjoy all our facilities, children must be fully supervised at all times, to avoid inherent dangers. Particular dangers apply to traffic movements, open water, play areas & open fires/bbqs. Please ensure children do not use any play equipment after dusk and they are back at your unit after dark.

CANCELLATIONS

A minimum 6 weeks notice period is required for any cancellation. The following amounts are agreed in the event of a cancellation More than 6 weeks' notice – You will lose your 25% deposit, this is non-refundable. Less than 6 weeks' notice – You will be responsible for the full balance, no refund of any monies will be made.

CANCELLATION BY US

In the unlikely event that we need to cancel a booking due to reasons beyond our control, we will endeavour to find suitable alternative accommodation, but if we are unsuccessful in doing so, we will only be liable to refund monies already paid by you, or offer you an alternative date.

MAXIMUM OCCUPANCY

You must not exceed the maximum occupancy levels of the property, if you do exceed this you will be liable to incur additional charges. Maximum occupancy is 4 people.

GENERAL TERMS

- HBL staff have the right to enter the property at any reasonable time for the purpose of inspection, repairs, etc. In cases of emergency where quick access is vital, HBL staff are entitled to enter the Pod at any time without giving you prior notice.
- During your stay, you are responsible for the contents of the property and we will pass on the cost of any damages / breakages to you (beyond reasonable wear and tear).
- You agree to leave the Pod in a clean and tidy condition. Cleanliness is important to us and to our guests. We have a standard professional cleaning time required for your Pod. In the event that additional time and materials are required following your departure they will be invoiced to you at cost.
- You agree that the Pod let by HBL is used for the purposes of a holiday let. The booking agreement confers a right to occupy the accommodation for the agreed period only.
- You shall not sub-let the Pod or any part thereof.
- Henlow Bridge Lakes is a Family Site, with a peaceful ambiance and we ask your help in keeping it that way. You agree to prevent any member of your party from causing a nuisance or disturbance in or around the Pod. In the event of such a problem arising, we reserve the right to require you to vacate the property on demand without payment of compensation to you. Occasionally we have weddings or private events on site,

where music could be played until 22.30.

- Part of the charm of the countryside, with the beauty of our natural scenery and our distance from the bustle of the city, means that we have less security of supply of services that are taken for granted in cities. Thankfully problems such as power cuts or uncooperative septic tanks are few and far between at HBL. In the unlikely event of any such problems during your stay with us, we will use all reasonable endeavours to procure their early resolution on receiving notice thereof. However, for the avoidance of doubt, you accept that as the extent of our liability.
- Please ensure that the property is left secure when you go out and make sure all windows and doors are locked.
- In the unlikely event that anything of yours is stolen from the property (locked or unlocked) it will be your own responsibility.
- Equally, please ensure that your vehicles are securely locked and parked without obstruction, in your designated private parking space or in the visitors parking area.
- Your booking is accepted on the understanding that the property will be put at your disposal on the date agreed with us. Should this not be possible due to circumstances beyond our reasonable control, we cannot guarantee to provide an alternative holiday property. In this case the rental you have paid will be returned to you in full and you will have no further claim against us.
- We have taken every care to ensure that the accuracy of property descriptions on our website, in the brochure and all information is provided in good faith and is believed to be correct, but they do not form part of the contract between HBL and you the Hirer.

INSURANCE

It is strongly recommended that guests ensure they take out adequate holiday insurance to cover themselves against cancellation fees and any other losses that they may incur.

ARRIVAL & DEPARTURE TIMES

Keys will be available between **2.00pm** and **8.00pm** on day of arrival, and the Pod must be vacated promptly by **10.00am** on the day of departure, late departures will incur additional charges. Please notify if you will be arriving after **5.00pm**. Please ensure all rubbish and recycling is disposed of before you vacate the Pod.

WHAT'S INCLUDED IN THE RENTAL PRICE

- Wi-Fi is available for all guests in the Haywards amenity block.
- 1 vehicle per booking is included. All extra vehicles are charged at £4 per night.
- 10 amp electric and a small heater.

WHAT'S NOT INCLUDED IN THE RENTAL PRICE

- Use of laundry facilities are not included but are provided in Haywards amenity block, payable by coin meter.

PARKING

Each Pod has one allocated parking place. In addition, there is adequate parking on-site for guests and an overflow car park. We have dedicated disabled parking spaces, which are reserved for blue badge holders only. Guests' vehicles, and their accessories and contents are left entirely at the owners risk. HBL will not be responsible for any loss or damage whatsoever in respect of any vehicle whilst on HBL property.

GUEST RESPONSIBILITIES

All guests must treat the Pod, its fittings and other facilities with respect at all times. Any breakages or damage must be reported to reception immediately and we reserve the right to claim the cost of any repair or replacement from the guest.

The Pods are situated in a quiet location, with other Pods and campers neighbouring them. Whilst we hope that guests enjoy their stay in our Pods, we would respectfully ask all guests to be considerate in their behaviour and keep the noise levels to a reasonable level at all times. We operate a quiet policy between the hours of **22.30** and **07.00**. Guests are required to keep the Pod and contents in a clean and tidy condition at all times, including the adjoining outside space. A strict 5mph speed limit is operated on the whole site.

FORCE MAJEURE

HBL cannot accept, be responsible for, or liable in respect of loss, damage or changes caused by force majeure, e.g. strikes, riots, political unrest, war or threat of war, terrorist activities, industrial disputes, fire, flood, closure of airports, weather conditions or other events beyond our control.

LIABILITY

HBL cannot accept any liability whatsoever for death, personal injury, accidents, loss or damage to persons or personal effects, however caused, during the rental period. Guests should ensure they take out adequate insurance to cover all risks. Whilst we will make every effort to ensure that all appliances/facilities mentioned are available and in working order, we can accept no liability in the event that any are not available or are out of order for any part of your stay.

Book online: www.henlowbridgelakes.co.uk