



The Lodges...

Welcome to the Lodges at Henlow Bridge Lakes. Our stunning cluster of lodges offer the perfect luxury escape in a haven of peace and tranquillity...

Open all year round the 6 lodges provide spacious family living whatever the season. Comprising a separate bedroom and a double sofa bed they can comfortably accommodate 4 adults.

All lodges offer full bathroom facilities with shower over the bath. Fitted to a high standard with cooker, grill, microwave, fridge, 2 TVs and DVD players, the Lodges really are a home from home. All beds are made up on arrival, towels and all basic utensils are also included. Full central heating adds to your comfort making the lodges an ideal winter escape.

Outside dining space is provided on your own private decked patio with a fully prepared indian fire pit / bbq ready for lighting. The veranda is lit in the evenings so you can cook and eat alfresco whilst overlooking our two canal lakes. The ultimate way to relax, unwind and soak up your surroundings.

All Lodge guests are welcome to fish our 4 lakes.

Escape from the hustle and bustle of everyday life at Henlow Bridge Lakes.

To book your 3, 4 or 7 night lodge break please visit: henlowbridgelakes.co.uk or call the booking line on: **01462 812 645**

For further details of Henlow Bridge Lakes and what's on please visit our website or like our facebook page.



Henlow Bridge Lakes & Riverside

Bridge End Road,
Henlow, Beds.



LODGE 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 Lodge will be released back for general sale.

Car registration numbers are required for automatic gate entry/exit

SMOKING

The lodges are STRICTLY NON SMOKING. If you, or any of your guests smoke inside the lodge 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. Pets are not allowed on furniture at any time. Any evidence of pets on furniture will incur extra cleaning fees of £100. We also ask that you bring your pets feeding bowls, toys and bedding with you. Dogs are not to be left unattended in lodges 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.

DRAINAGE

We have environmental friendly drainage systems on site. Any abuse of these systems (i.e. pouring fat down the sink) or placing items not suited for disposal in the toilets, such as sanitary wear, babies' nappies or anything other than standard toilet paper) will clog the drains and render the system inoperable. Please observe and follow the notices.

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 lodge 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 lodge 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 lodge. 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 lodge 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 lodge 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 lodge. 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. Please make sure all windows and doors are locked. If there is any problem, please contact reception immediately.
- 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 **3.00pm** and **8.00pm** on day of arrival, and the lodges must be vacated promptly by **10.00am** on the day of departure, late departures will incur additional charges. Please notify us if you will be arriving after **5.00pm**. Please ensure all rubbish & recycling is disposed of before you vacate the lodge.

WHAT'S INCLUDED IN THE RENTAL PRICE

- Lodge accommodation is fully furnished and equipped. A full set of bed linen for each bed, with beds made up for guests on arrival. Towels are also provided. Electricity, Gas and Water is included. 1 vehicle per booking is included. All extra vehicles are charged at £4 per night. Fishing on all of the lakes is included. An Environment Agency Rod License is needed to fish our lakes, and river. If you don't have one, they can be purchased at the post office or on-line. (You can not fish without one)
- A fire pit/bbq is provided for your use, please be aware that they are very hot when in use and children need to be supervised. (Please refer to guest file for more information)
- Wi-Fi is available for all guests in the Haywards amenity block.

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.
- 2 full tubs of logs are provided for your use, should you require any more they will be delivered to you for an additional charge at published rates.

PARKING

Each lodge 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, 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 lodge, its furniture, fittings, utensils 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 lodges are situated in a quiet location, with other lodges and campers neighbouring them. Whilst we hope that guests enjoy their stay in our lodges, 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 lodge and contents in a clean and tidy condition at all times, including the adjoining decking and 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