

## THE DEN - TERMS AND CONDITIONS

Friday and Saturday- A minimum 2 night stay applies for up to 4 people.

Sunday-Thursday- Single night stays are available for single travellers, couples or groups of 3 or 4 people.

Bank holiday weekends, Christmas, New Year and Easter a minimum 3 night stay applies (please see details of pricing)

-The Den sleeps a maximum of 4 people. Please be aware that The Den is a compact space with limited storage for luggage and food.

-A 25% deposit is required to secure a booking. We are unable to hold provisional bookings indefinitely. Please note deposits are non-refundable and non-transferable to other dates.

-The full balance is due 6 weeks prior to arrival. Please note balance payments are non refundable.

-Payments can be made via bank transfer or a link can be provided for card payments.

Payment details will be provided in an email once a booking is confirmed.

-Cancellations- All payments are non refundable. We strongly recommend you take out insurance cover against any cancellation.

If a cancellation is received with 6 or more weeks notice no charge will be made for the outstanding balance.

If a cancellation is received with less than 6 weeks notice every attempt will be made by ourselves to re-fill the booking. In the event we are unable to re-book the outstanding balance will be charged.

-Cancellation by us- In exceptional circumstances whereby we are unable to provide accommodation for your booking, any deposit and balance payments that have been made will be returned.

We cannot accept liability for any consequential losses incurred by guests as a result of cancellation by ourselves.

-Please inform us of any changes to the number of guests staying in The Den prior to arrival.

-Sorry, dogs are not permitted in The Den.

-The Den is not suitable for children under the age of 6 years old. Children must be supervised at all times.

-Arrival time is from 4pm. Please contact us if you anticipate arriving later than 9.30pm.

Departure time is 10am.

-Smoking and vaping is not permitted anywhere in The Den.

-Naked flames, candles or tea lights are not permitted in The Den.

-We ask guests to observe fair and appropriate usage of our internet service. The illegal downloading of music, films or any other internet content is strictly forbidden.

-Guests are not permitted to charge electric vehicles using the electricity supply at Gauber. The nearest EV charging point is in the main car park in Ingleton.

-We kindly ask guests to be respectful of guests staying in the bunk barn (next to The Den) and be mindful of noise and behaviour during their stay, thank you.

-Before you retire to bed please ensure the wood burner has died down, doors and fully closed and the lower vents are closed. If you need assistance using the wood burner please ask.

-We accept no responsibility for injury to any persons or loss or damage to any personal property, equipment or vehicles during your stay.

-We cannot accept responsibility for loss or expense incurred due to delays in travel, weather conditions or due to sickness or any other reason.

-Please check you have all your belongings before you leave. A charge will be made cover any postage costs.

-Before you leave-

Please leave The Den clean and tidy

Remove any food from the fridge and kitchen

Bag up any rubbish and place in the wheelie bins outside (green wheelie bin for general waste, blue wheelie bin for recycling).

Please leave any used towels on the floor in the shower room.

-Please report any breakages and damage immediately. We reserve the right to make a reasonable charge for any breakages, damage or additional cleaning required and to inspect the property at any time prior to departure.

-Please ensure all keys are returned to us at the end of your stay

-Terms and conditions are subject to change.

Thank you.

Nov 2024.