

Terms and Conditions of Booking.

1. The offer of accommodation is subject to availability and the receipt of the appropriate deposit by cheque.
2. A non-refundable deposit, 25% (minimum) is to be paid within 7 days of an email or telephone booking by cheque. If you don't send a booking form you will not have a reservation.
3. The balance of the accommodation charge must be received at least 6 weeks prior to the start of the holiday together with a separate cheque of £100 for the refundable deposit. (The £100 deposit cheque will be destroyed following an inspection of your unit on the day after vacating the unit.)
A non-payment of the remaining balance will be taken as a cancellation.
4. Guests are strongly advised to take out holiday cancellation insurance. The hirer should notify Clawford immediately in writing of a cancellation. If you have to cancel your holiday, we reserve the right to obtain the dues in full.
5. The holiday let will run from 14:00 hours the day of arrival to 10.00 hours on the day of departure.
Keys will be issued between 12.00 and 14.00 hours in the tackle shop.
If keys have not been collected by 14.00 hours they will be available in the Bar between 18.30 hours - 23.00 hours.
Keys must be returned by 10.00 hours on the day of departure.
Retention of keys after 10.00 hours will incur an additional night's accommodation charge.
6. In the event Clawford has to cancel a booking, the liability will be limited to a refund of any monies paid.
7. Any alterations to an existing booking (agreed to by the proprietors) will be subject to a £20 administration fee.
8. Joint bookings of the units shall be made in one name only. (The Hirers name).
The hirer will be responsible for payment & any damage caused & for ensuring their party behaves in a reasonable manner, with regard to the accommodation usage and the 'Clawford Rules & Code of Conduct'.
9. All the names and addresses of all people booking accommodation are required if not one family.
10. The use of the accommodation is limited to the persons and the numbers of persons agreed in the booking.
11. Bedding and any other items provided in the accommodation shall not be removed from the rooms for any purpose.
This includes chairs & kitchen utensils.
12. Bed linen (including duvets & pillows) are included in the hire charges.
Towels, Tea towels, Consumables such as toilet paper, soap, shampoo etc. are not included in the hire charges.
13. Electricity is not included in the hire charges. Each apartment has a £1 coin operated electricity meter.
On the day of arrival the electricity meter will be in credit. Please reciprocate on the day of departure.
14. Smoking is not allowed in any of the Self Catering Units.
15. Anti social behaviour, illegal activities, excessive noise, the use of foul language will not be tolerated either around the lakes or in the visitors Centre. This will cause us to terminate the agreement without compensation or refund.
16. The hirer is expected to leave the accommodation in the same condition as found, clean & tidy. We reserve the right to make a charge for extra cleaning if the unit is not left in a satisfactory condition.
17. Breakages, Damage or missing items must be reported, and the cost of replacement may be requested.
18. We reserve the right to enter any accommodation at any reasonable time & for any reasonable cause. We will endeavour to inform you if we need to make entry.
19. We strive to keep the accommodation & Visitors Centre clean and tidy, so avoid wearing soiled footwear inside.
20. Fishing is free for residents, providing they abide by the 'Clawford Rules & Code of Conduct' & the 'T's & C's'.
21. **DO NOT** bring any items of fishing gear or bait of any kind into the accommodation.
22. **DO NOT** leave your fishing gear in front of the patio area or hang towels or clothing over the balcony.
23. **DO NOT** enter the Bar or restaurant straight from the lakeside, it offends other residents.
Please shower and change. A reasonable standard of dress is required in the bar and restaurant.
24. The proprietor reserves the right to decline accommodation & access to Clawford property & demand immediate removal of any person or persons not complying with the 'Clawford Rules & Code of Conduct' & the 'T's & C's'.
25. We do not allow dogs or any other pets on site.
26. Use the paths & lawns provided. Do not walk over the gardens.
27. Litter of any kind will not be tolerated. This includes cigarette ends and match sticks!
28. Any angler who has fished a water, which is known to be diseased, will declare this to the proprietor in writing at least two days before arriving at Clawford.
29. We do not run tabs in the Bar or Restaurant. Please pay for drinks with cash when ordered. Please pay for breakfasts and evening meals after finishing the meal before leaving the Restaurant, in cash. We do not take plastic at Clawford.
30. English Law shall apply to all contractual obligations arising out of these Terms & Conditions.