

Terms & Conditions.

The booking rental period runs from 4p.m. on the day of arrival until 10a.m. on the day of departure. Week breaks are from Saturday – Saturday in Craster Pine Lodges and Friday to Friday in Rock Ville. Short breaks are from 4p.m. on day of arrival until 10a.m. on the day of departure.

When booking please telephone to check that dates required are available. We will hold the requested dates for 5 working days until we receive your completed booking form and deposit/administration fee that is £150 per week or short break booked.

A firm booking will be made on receipt of a completed booking form and £150 deposit/administration fee. The hirer is then liable for payment of the balance amount 8 weeks prior to the arrival date. In the event of a booking being made within 8 weeks of the arrival date the full amount will be due at time of booking.

Our prices and availability are updated automatically when bookings are made on-line. However, please be aware that we also take bookings in person and by telephone, so there may very occasionally be brief periods when availability is not entirely up to date. All on-line bookings are therefore subject to confirmation. Our prices and availability are shown for guidance only and may be amended at any time.

In the event of a cancellation up to 8 weeks prior to the arrival date, the deposit/administration fee will be refunded only if we are able to subsequently re-let the cancelled period. Any cancellation made within 8 weeks of the arrival date will result in the total loss of the full amount of the booking unless the cancelled period, as above, can be re-let. Any discounts made to facilitate the re-letting will be retained from any refunded amounts.

If for any reason the accommodation is not available to you on the dates booked due to events beyond our reasonable control we will take reasonable steps to find alternative accommodation. If suitable accommodation is not available, then all sums paid by the hirer will be refunded. Craster Pine Lodges will have no further liability to the hirer or any other party.

We reserve the right to refuse to hand over the accommodation to anyone who, in our opinion, is not suitable to take charge of the property- in any such case all moneys shall be refunded and the contract terminated without further liability. We also reserve the right to terminate the contract at any time or remove any person or persons due to unreasonable behaviour, damage to property or causing or likely to cause annoyance or offence to other guests or neighbours. In such a case any refund would be entirely at the discretion of Craster Pine Lodges.

The tenants will be responsible for making good any damage caused to the property during their occupation whether caused wilfully or not and for replacing any article of furniture or equipment that may be damaged or lost.

Your accommodation has been thoroughly cleaned and prepared for your arrival. Please ensure your accommodation is in the same condition when you vacate the premises.

It is not possible to accommodate more than 4 people in The Anchorage, 6 people in The Moorings and 7 people in Rock Ville. You can be asked to leave if this condition is broken.

Pets are welcome by arrangement in the Anchorage and Moorings but must not be left alone in the lodges nor allowed in the bedrooms. You can be asked to leave if this condition is broken. Hirers must not bring pets to Rock Ville.

Both Craster Pine Lodges and Rock Ville are No Smoking Premises.

Personal property of hirers occupying accommodation is not the responsibility of Craster Pine Lodges. Vehicles and property are left at your own risk.

Electricity used during stay is paid for following meter read upon departure.

Only one special offer can apply to each holiday booked and to full weeks only.