

**Pheasant Lodge
Low Moor Head Farm,
Longtown,
Cumbria,
CA6 5RG**

Terms and Conditions

Occupancy:

The Lodge is able to accommodate two people. We reserve the right to refuse occupancy should the no be exceeded.

Booking can be requested using the phone, 07875107952 & email details listed scottishishborderslodge@gmail.com

To confirm bookings made a least one full month before the arrival date we require a booking deposit of 50% of the cost of the stay to be paid by cheque (card) BACS (or cash), at time of booking.

One month before arrival the remaining 50% of the cost of the stay plus a damage deposit of £350 must be paid. For bookings made less than one month before the arrival date, full payment, plus the £350 damage deposit must be paid at the time of booking.

A **damage deposit** of £350 falls due one month before the arrival date, or at the time of booking, if booking is later than one month before arrival. Where this has been paid, it will be refunded in the event of booking cancellations. *It will also be refunded after a stay, once we are satisfied that no damage has been incurred to the Lodge and surrounding area. Where damages are found these will be deducted from the amount of damage deposit to be refunded. If the cost of repairing damage exceeds £350 you will be liable for any excess.*

If you wish to cancel your stay, please tell us immediately by telephone or email. When bookings are cancelled more than one month before arrival, we will refund the booking deposit less a booking cancellation fee of 20% of the overall cost of your stay. However, should a booking be cancelled by the same person on more than one occasion within a two-month consecutive period a cancellation fee will be taken at our discretion. When bookings are cancelled less than one month before arrival date we will retain the full cost of the stay, but will return the damage deposit where it has been received.

When you submit a booking via our online reservation system you will receive an automatically generated booking summary by email to the email address you provide on the booking form. This does not form a contract between us. A contract shall only arise when your booking is subsequently confirmed in writing via a letter of confirmation sent to you by post or email.

Letting periods:

Rental periods range from minimum of three night up to four weeks consequentially.

Linen:

We provide linen, towels, duck & down duvets & pillows, on a Harrison Spinks King size bed, together with local welcome pack, fruit, flowers & one or two extras.

Pets:

We regret that pets are not allowed in Pheasant Lodge.

Non-smoking:

Pheasant lodge is a non-smoking accommodation. Please refrain from smoking either inside or around the lodge. this luxurious timber lodge has been furnished to the highest standard. Please leave the lodge & surrounding area as you found them, to aid the enjoyment of others who follow.