

Manesty

STAY • ENJOY • EXPLORE

Conditions of Booking and Occupancy & Booking Form

Part A: What we offer our guests

Your stay

1. We offer clean, tidy and well maintained self catering accommodation all as described and priced on our website. Maximum numbers of guests for each cottage are nominated on the website and may not be exceeded.
2. On your arrival day we will be available between 4pm and 7pm to welcome you, show you to your accommodation and familiarise you with your surroundings.
3. Later arrivals can be accommodated if arranged with us in advance or, if you are delayed, while you are travelling. Earlier arrivals are only possible if arranged the day before or the morning of arrival and may incur an additional charge. Guests are always welcome to park their car at any time on arrival day and go for a walk or for lunch in Grange. We just need to know in advance, so give us a ring (+44 (0) 17687 77216).
4. During your stay we will either be on hand in our home at Youdale Knot nearby or available by telephone to help in any way we can to make you comfortable and put right anything which needs attention. We do not service the accommodation during your stay.
5. The beds which you have requested on your Booking Form will be made up for your arrival. If you stay with us for more than 7 nights we will provide you with a change of bed linen but so as not to intrude we will leave it to you to change the linen on the beds.
6. We will provide a hand towel, bath mat and bathroom cleaning sponge and two toilet rolls in your bathroom(s) and a dishcloth, tea towel, oven glove and hand towel and bin liner in the kitchen. We will provide consumable cleaning materials, including dishwasher tablets, in the kitchen and bathroom.

7. We will provide electricity (and heating oil as appropriate) free of charge during your stay and ensure that your accommodation is warm and welcoming on your arrival. In Manesty and High Seat we will provide a complimentary basket of logs with further supplies available at £5 per basket. In Tommy Bit we will provide firewood for the stove and the fire pit as required.
8. We offer free Wi-Fi and have the fastest facility which is practicable. Please be aware that in our rural area the actual speed which you enjoy may be less than you are accustomed to at home.
9. In order to provide you with a welcoming environment we will care for the garden, grounds and building exteriors during your stay as necessary. We will be as unobtrusive as possible.

Extra charges – Whilst we try to offer all-inclusive tariffs, in fairness to those who do not take advantage of all our facilities we offer the following:

1. Exclusive use of the Hot Tub – £25 per day, subject to availability
2. Towels (except in Cocklety How Byre and Tommy Bit where they are included) £1 each.
3. We offer a single coin operated payphone but most mobile phones on most networks perform reasonably well here and good reception is available within 200 metres along the road towards Grange.

Part B: What we ask our guests to do

1. Complete a booking form with names and addresses of all the people, including infants, who will be occupying the accommodation. Count a baby of any age as one person when calculating the number in your party. Please advise us if you wish to make changes to your nominated party after booking.
2. Pay a Booking Deposit and Good Housekeeping Deposit when booking, as follows:
 - i. Weekly rental of up to £500: £100 Booking Deposit per week
Weekly rental of £500 or more: £200 Booking Deposit per week
Shorter breaks: apply the above scale to the rental for the period concerned
 - ii. Good Housekeeping Deposit: £10 per person for standard booking, £20 per person for larger groups booking (see [T&Cs for larger groups on our website](#))
3. Consult us before booking more than one cottage for your party. Bookings from parties requiring two or more cottages will usually only be permitted in the cottage configurations laid out [on the Larger Groups website page](#). Larger groups require agreement to further booking conditions, which you can read on [our website](#).

4. The balance of the rent for your stay is payable on your arrival. We accept debit cards, direct bank transfers and cheques (payable to *Leyland*). Please be in a position to pay when you arrive.
5. We strongly suggest that you take out cancellation insurance in respect of your booking with us. The section "Cancellation" below sets out your liabilities in the event of your having to cancel your holiday.
6. Park your car(s) in the space(s) allocated to your accommodation or as specifically requested by us. Adequate parking is available. Our parking plan has been designed to ensure amenity and manoeuvring space for all our guests so please be considerate.
7. If you are a smoker or e-cigarette user please smoke only on the road outside the cottages and not in the grounds or inside the accommodation.
8. Manesty is peaceful rural place and we offer our guests a private and tranquil holiday. Please respect the outdoor space allocated to other units of accommodation and refrain from activities which your neighbours might find intrusive.
9. Please look after your accommodation and its furnishings and fittings during your stay and use indoor shoes or slippers inside. Please leave it in a clean and tidy condition. The Good Housekeeping Deposit is held against the risk of any damage, breakages or extra cleaning needed to prepare the cottage to our usual high standards. Where the cost of any damage, breakages or extra cleaning is in excess of the good housekeeping deposit paid guests may be charged the excess.
10. Please vacate your accommodation by 10.00am on your departure day. We will be on hand to say goodbye to you, make a quick inspection of your accommodation and help you to ensure that you have left nothing behind, receive your keys and return your good-housekeeping deposit, usually in the form of a cheque.

Part C: What we ask our guests **not** to do

1. Please do not invite guests in addition to those nominated on your booking form to share your accommodation with you overnight, unless we have first agreed the change to your party. Our tariffs are designed for and relate to specific numbers of guests and these should not be exceeded. Additional guests will incur an additional charge if you have already reached the maximum numbers for the price you have paid. We do not offer nightly rates for additional guests and the price will relate to the whole period of your holiday.
2. Please do not invite large groups to join you at Manesty and please advise us if you wish to have any daytime visitors. Extra guests create more wear and tear on the accommodation and put more pressure on the environs which can prejudice the enjoyment of the holidays of others.

3. Please do not plan for any members of your party to sleep outside of the bed spaces provided, e.g. on the floor or in the sitting room, unless you have been specifically offered this option in advance.
4. Do not bring any pets on to the premises. This includes the grounds and car parking areas and applies to dogs left in cars. Please remember that other guests may have left their pets at home to meet this requirement and others may have deliberately sought out pet free accommodation.
5. Do not smoke or use e-cigarettes inside or in the gardens and grounds.

Part D: Cancellations

If, having made your booking, you find that you are unable to take your holiday and wish to cancel it is in your best interests to tell us as promptly as possible so that we have the maximum chance of re-letting. From the day you cancel to the date of your holiday we will make all reasonable efforts to re-market and re-let your accommodation. If we are successful we will return your deposits, less a small administration fee to cover the costs of re-letting. If we are unsuccessful you will remain liable to pay for your holiday in full, because in the period between booking and cancelling, we have lost all opportunity to market and let the accommodation.

Should the reason for your cancellation be included in your insurance terms we will make all reasonable efforts to issue you with the necessary documentation for your insurers.

Part E: Booking Form

Our booking form follows on the next page. To fill it in:

- Save this PDF and use the 'Fill & Sign' options in Adobe Acrobat reader to fill it in, then email it to us at cottages@manesty.co.uk
- Print this PDF, fill the form in by hand then scan it and email it back to us at cottages@manesty.co.uk
- Print this PDF, fill in the form by hand a post it to us: Cheryl & Alan Leyland, Manesty Holiday Cottages, Manesty, Keswick, Cumbria CA12 5UG
- We also have an booking form which can be filled in online – please email us for the link

We look forward to hearing from you soon.

Manesty Booking Form



Name			
Phone number		Mobile Phone	
Address			
Email			

Name of accommodation			
From (date of arrival)		To (date of departure)	
Number of double beds required		Number of single beds required	
Number of towels required (£1 each)		Cot required?	High chair required?

Full list of persons who will be occupying the cottage		Age (if under 16)
Name	Address	
1		
2		
3		
4		
5		
6		
7		
8		

Booking deposit	
Good housekeeping deposit	
Total	

Have you already paid your deposits?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
How did/will you pay?	By card over the phone <input type="checkbox"/>	Direct bank transfer <input type="checkbox"/>
	Cheque (payable to Leyland) <input type="checkbox"/>	

Have you stayed at Manesty before? If yes, when?

If no, how did you hear about Manesty?	Google <input type="checkbox"/>	Personal recommendation <input type="checkbox"/>
	Other search engine, please specify <input type="checkbox"/>	Walked/drove/cycled past <input type="checkbox"/>
	Internet accommodation directory, please specify <input type="checkbox"/>	Keswick Visitor's Guide <input type="checkbox"/>
	Facebook, Twitter or Pinterest, please specify <input type="checkbox"/>	Cumbria Holiday Guide <input type="checkbox"/>
	Other, please specify <input type="checkbox"/>	<input type="text"/>

I agree to the Conditions of Booking

Signed		Date	
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