

## **Booking Terms and Conditions**

All references made to "the Company" and "the Owner" refer to Bracken Bank Lodge Ltd. The terms and conditions apply to all bookings and every guest. It is the responsibility of the person who makes the booking to ensure that all their guests are aware of, and abide by, the terms and conditions. We reserve the right to alter these terms and conditions.

### **Activities**

The owners will help with your choice of activities that are run by third parties. All contractual arrangements in connection with these activities are therefore between the guest and activity provider. Guests who participate in activities do so at their own risk and should ensure that they have satisfactory insurance arrangements in place, participation in these activities may not always be covered by standard holiday insurance. Activities and walking in the countryside and woodlands includes the risk of trips and falls due to slippery leaves, sticks, rabbit holes etc. All activities are intended for people who are in robust health. Please inform the instructor of any personal limitations before starting the activity.

### **Alarm Clocks**

The Company shall not be liable, jointly or individually, for any loss, inconvenience or problems arising from any failure of any clock or alarm clock provided.

### **Arrivals and Departures**

Arrival time is from 4pm. Please let the owners know one week in advance your expected time of arrival. Please telephone if you anticipate arriving late so that arrangements can be made to welcome you. If you fail to arrive within a reasonable time from your expected time and do not contact the owners, you may not be able to gain access to the property. If your stay is for more than one night and you fail to arrive by 12 noon on the day after the start date of your stay and you do not advise the owners of your late arrival, your booking will be treated as having been cancelled by you. No refund of any monies paid by you will be made in this situation. *Please do not arrive early* - time is needed to clean the property. For the same reason, please note that you should leave the venue by 11am on departure day. If you have a group booking and require the rooms earlier than 4pm there is a day rate of £240 + vat for their use from 9am.

### **Availability of Facilities**

The marquee and facilities are subject to availability. It is possible that accommodation, the marquee or facilities may need to be withdrawn temporarily, due to repair, renovation, adverse weather conditions, changes in Government legislation or factors outside our control. If material changes occur, we will advise of changes made prior to confirmation of booking and will use reasonable endeavours to advise those guests who have already booked. If your booking depends on use of the marquee or other facilities you must ensure you have adequate insurance to cover all losses. If the marquee or other facility is for any reason withdrawn the company will not compensate you. We apologize in advance if there are any necessary alterations taking place during your stay and will aim that any possible disruption is minimised by ensuring that works will only occur during the day time.

### **Behaviour**

The Company reserve the right to terminate a holiday, event, party or other booking without compensation where the unreasonable behaviour of any of the persons named on the Booking form or their guests might impair the safety, enjoyment, comfort or health of staff, neighbours or the public, or if the Owner reasonably believes that any damage is likely to be caused, has been caused or is being caused by you or any members of your party. These circumstances will be treated as a cancellation by you. No refund of any monies you have paid in respect of your booking will be made and the Owner will not have any liability to you as a result of this situation arising (including for example any costs or expenses you incur such as the cost of securing alternative accommodation). In this situation the Owner is not under any obligation to find any alternative accommodation for you. You must allow the Owner and any representative of the Owner (including workmen) access to the accommodation at any time during your stay.

## **Breakfast**

Cooked breakfasts are served between 8 and 10am at a time of your choosing. It is possible to have a buffet only style breakfast between 7 and 8am. Please advise at the time of booking if any guests would like a vegetarian or vegan breakfast.

## **Your Booking**

The person making the booking or party leader must be at least 21 years of age at the time of booking. Your booking is made as a consumer and you agree that no liability can be accepted by the Company for any expenses, costs, losses, claims or other sums of any description which relate to any business howsoever suffered or incurred by you. Please phone to enquire about availability. Before making a booking please read through the booking terms and conditions as by making a booking you are agreeing to them.

Wedding venue and reception bookings may be made by telephone, when confirmed please print out and fill in the booking form and send together with your deposit cheque made payable to Bracken Bank Lodge Ltd, when the Company receives the completed booking form and deposit the Company then issues written confirmation to you. The Bride and Grooms names will appear on official notices as spelt on this form.

Other bookings may also be made by telephone, you can pay a deposit by credit or debit card, or send a cheque by post, written confirmation is sent after the booking has been made and the deposit has been paid.

The Company has the right to refuse any booking, the Company would tell you in writing and promptly return any money you had paid.

When you receive your written confirmation the details must be checked carefully. If anything is not correct, you should tell the Company immediately. Please ensure you take out suitable insurance cover (see below) at the time of making your booking. Deposits are not refundable from the Company but, subject to the reason for cancellation, should be refundable from the insurance firm. For weddings and group bookings please inform the owners at the time of booking if you would prefer to have your credit card swiped to cover your security retainer rather than sending a cheque.

## **Cancellations or Changes To Your Booking**

The Company do not expect to have to make any changes to your booking, but occasionally problems occur and bookings have to be changed or cancelled. If this does happen, the Company will contact the party leader (by telephone where reasonably possible in the case of a significant change or cancellation, minor changes will be notified by post) as soon as is reasonably practical, explain what has happened and inform you of the cancellation or change. The Company reserves the right to cancel your booking in any circumstances.

Compensation will not be payable where any change or cancellation results from "force majeure". Please note, no compensation is payable for minor changes. Such minor changes do not entitle you to cancel without paying the normal charges as set out in these conditions. A minor change is a change which the Owner could not reasonably expect to have a significant effect on your confirmed booking.

If you have to, or wish to, cancel your booking, the party leader must telephone the Owner on the number shown on your booking confirmation as soon as possible. The party leader must also immediately confirm your cancellation in writing sent by recorded delivery to the Owner at the address shown. The day the Owner receives your telephone notification of cancellation is the date on which your booking is cancelled.

## **Number of Days Before Arrival Date that Written Notification of Cancellation is Received, Amount Payable By You:**

More than 56 days - 60% of cost

29 - 56 days - 75% of cost

15 - 28 days - 80% of cost

1 - 14 days - 95% of cost

On arrival date or later - Total cost

If any payment due in relation to your booking is not paid by the appropriate date, the Owner is entitled to treat your booking as cancelled by you. Cancellation charges as set out above (which can be as high as the total cost) will then be payable. The Owner normally sends out one reminder to you before your booking is cancelled, the Owner will charge you £12 for this reminder if your payment becomes overdue. **It is essential that you take out full insurance cover.**

### **Candles and combustibles**

For safety reasons the use of anything combustible and any items with a flame (including Chinese lanterns) are strictly forbidden and may not be brought onto the premises - inside or outside. The marquee may be candlelit at night with safety candles which are battery operated.

### **Caring for your Safety**

Please remember that when you are in unfamiliar surroundings you must take special care of yourself and your guests. In particular: **Children and babies must be supervised by a competent adult at all times.** There is a large pond in the garden as well as a stream, lakes and ponds on the estate. Trees and dry stone walls must not be climbed for safety reasons. It is worth noting that the dry stone walls you will see all over Cumbria can easily collapse as they have no cement holding the stones together. Check the layout of the property so that in an emergency you can get out quickly and easily. Check the locations of fire extinguishers and read the instructions for their use. The property has open fires, make sure you use the fireguard. Do not leave open fires unattended and check that the fire is safely out before you leave the room. If you are unsure of how to use any electrical appliances, please ask the owner. If you wish to enjoy a walk on the estate please take one of the free maps available upon request. Please wear Wellingtons or suitable walking boots. Please keep to the tracks and paths - do not climb over fences or walls and do not go through a closed gate. Take care on the estate and in the countryside, there are many potential dangers including: lakes, ponds, streams, wild animals (including snakes), farm animals, farm machinery whether in use or not, ancient and working quarries, rabbit holes and barbed wire. The stone walls are called "Dry Stone Walls", they have no cement holding them together, therefore they are dangerous to climb over or on and no attempt must be made to do so. Swimming, sailing, rowing or other use of the lakes, ponds or streams is strictly forbidden.

### **Circumstances Beyond the Control of The Company (Force Majeure)**

Except where otherwise expressly stated in these Conditions, the Company shall not be liable, jointly or individually, for any changes, cancellations, effect on your booking, loss or damage suffered by you or for any failure by the Company to perform or properly perform any of their respective obligations to you which is due to any event(s) or circumstance(s) beyond the reasonable control of the Company ( referred to as "force majeure " in these Conditions).

By way of example, force majeure includes fire, flood, exceptional weather conditions, epidemics, destruction or damage of the property, marquee and facilities by any cause, changes/ closure of nightclubs, restaurants and other accommodation used and all similar situations. In appropriate cases (for example where your booking has to be cancelled ) the Company will, however, refund to you all monies paid to the Company for your accommodation by you. No compensation, expenses, costs or other sums of any description (including without limitation the cost of securing an alternative property/accommodation) will be payable in such circumstances by the Company to you.

### **Complaints**

Every effort has been made to ensure that you have an enjoyable stay. If, however, you have any cause for complaint the Owner is anxious that remedial action is taken as soon as possible. It is essential that you tell the Owner immediately if any problem arises so that it can be speedily resolved. Discussion of any problem with the Owner whilst you are in residence would usually enable a problem to be rectified. Complaints, in particular those of a transient nature, cannot possibly be resolved unless registered whilst you are in residence.

### **Dogs**

There are boarding kennels on the estate for dogs. A current vaccination card needs to be brought with you on your arrival. Guests dogs are not permitted inside the Lodge or in the garden but you

are most welcome to walk your dog on the Estate. Please note that **dogs must be on a lead at all times on the Estate** and must not swim in the lakes. Food and bedding is provided. Please book in advance by telephone to the Estate office.

### **Drinks**

The venue is licensed. Please purchase your drinks from the bar. If you would like to bring and consume your own drinks this must be arranged in advance and a per person fee paid before arrival. You may not bring your own drinks onto the premises unless there is a prior arrangement and you have paid the per person fee to do so. If it is found that guests have brought drinks onto the premises these drinks will be confiscated. If it is found that guests have been consuming their own drinks without prior agreement and payment a charge of £8 + vat per person who has consumed drinks not purchased on the premises will be deducted from your Security Retainer and the guests will be required to leave the premises. Individual alcoholic miniature bottles for wedding favours are charged at a fee of £1 + vat per bottle. Please note that all relevant licensing laws still apply to alcohol consumed on the premises if you are providing your own drinks and paying the per person fee. It is the company policy to encourage responsible drinking. Please refer to Drinkaware's website [www.drinkaware.co.uk](http://www.drinkaware.co.uk) for further information.

### **Entertainers**

If you wish to hire musicians and entertainers other than those recommended by the venue the Owners will need to receive a copy of their public liability insurance and PAT test certificates no less than two weeks before the event, their insurance must be acceptable to the Owners. Musicians who need setting up and sound checking time will be expected to have completed their work before your guests arrive. Please note that entertainers will normally expect to receive at least one meal at the event they are performing at, please allow for them on your guest list. They also will often expect their soft drinks to be paid for by yourself and this should be clarified with them in advance, please note that there is a strict policy of no alcohol for them until after the end of their performance; the consumption of alcohol invalidates their insurance and may not enhance their show. All musicians and entertainers who have not performed at the venue before will have the noise limiter explained to them when they set up, the venue has a licence from the local authority for an A-weighted noise level on the dance floor of 75dB(A). All musicians must be amplified and play on the designated stage. Outside the marquee it is only permissible for bagpipers, harpists, pianists, violinists and string quartets to play. All acts not familiar with the venue are encouraged to visit or at the very least telephone the venue to discuss their individual requirements in advance. If you are booking musicians or entertainers who are new to the venue please ensure you supply the Owners with at least two mobile telephone numbers for members of the act you have booked.

### **Extra Beds**

Please do not ask for any extra beds to be put into a bedroom, doing so would limit the space in that bedroom and will not enhance the guests stay.

### **Guest and Visitors**

The accommodation and facilities are tailored for people aged over 21 years. Accordingly the company reserves the right to decline entry to persons below that age unless agreed specifically before arrival. The company also reserves the right to decline entry to single sex groups who have not obtained agreement at the time of booking.

Only guests who have booked and paid for accommodation may use the Lodge.

Wedding guests not staying overnight will need to leave the premises by midnight and should have pre booked their taxi well in advance. Please note the legal requirement that only the people named on the Booking Form may stay overnight on the premises.

### **Insurance**

You must take out insurance at the time of booking. You particularly need adequate cancellation and personal liability cover. No group will be admitted to the Lodge without insurance cover that is satisfactory to the Owners; it is vital to ensure all guests have a minimum of £2,000,000 personal liability cover each. Please remember when booking wedding insurance that you must

state to the insurance company if you are using the marquee, your wedding insurance certificate must then state marquee hire cover. The Owners will expect to receive a copy of your insurance cover no later than 8 weeks before your arrival.

### **Keys**

There is a £10 key deposit per room, payable on arrival in cash. On your departure please hand in your key for the refund. Lost or unreturned keys will incur a charge for new locks, lock fitting, new keys and key fobs.

### **Liability**

The Owner shall have no liability for any death or personal injury. You must take all necessary steps to safeguard your personal property. No liability is accepted by the Owner in respect of damage to, or loss of, personal property and vehicles.

### **Midnight Closing**

We would like all our guests to enjoy a peaceful and relaxing stay. When the bar in the Lodge is used it closes at 11pm. When the reception rooms are used they close at midnight.

Our weddings and events are smart and stylish and we wish them to finish on a happy note to give you lasting memories of a perfect day from beginning to end. We do not cater for events past midnight and this is reflected in our prices.

When the marquee is used for a wedding or event the Lodge will close as your event in the marquee commences. All musical entertainments must finish by 11.00pm. When using the marquee this must be vacated by midnight and will be locked overnight. All guests must vacate the garden and courtyard by midnight.

Please note that all guests not residing at the Lodge will need to have pre booked taxis well in advance. There is a fifteen minute period of grace in case taxis arrive late, however if guests remain at the premises or on the grounds) after this time there is a charge of £250 + vat for the hour or part hour of midnight to 1am and a further £250 + vat for each hour or part hour thereafter. Guests who have not departed by midnight must remain peacefully in the marquee until their taxi arrives. This charge will automatically be deducted from the security retainer unless payment is made before departure. We suggest that you nominate a person to stay to the end of the event to ensure that all guests have departed promptly and safely.

It is the Company's policy that no member of staff should suffer verbal or physical abuse, if such abuse occurs those responsible will either be dealt with by the police or asked to leave the premises immediately.

We can arrange, in advance, VIP/guest list entrance at a suitable venue for those that may wish to drink or party into the early hours, please discuss your requirements with the owners before booking.

### **Nut Allergy Information**

Nuts are used, and traces of nuts can be found, in a variety of foods served on the premises. There is no nut - free environment for food preparation. Please discuss this issue before booking the approved caterers if any guests have a nut allergy.

### **Outside Caterers**

For bookings made after August 2011 no outside caterers other than those already approved by the venue will be permitted.

For bookings made before August 2011 the terms and conditions at the time you made the booking still apply: If you wish to use mobile caterers for any meals other than the venue's chosen ones please discuss this with the Owners before booking the venue. Your chosen mobile caterers will need to be acceptable to the Owners, be fully mobile, have all their own equipment and must provide food and service of a high standard. Paper plates are not acceptable for a wedding breakfast at this venue. The Owners will need to receive a copy of your chosen mobile caterers public liability insurance, copies of all food handlers food hygiene certificates and a copy of their written procedures which they use to produce safe food. Having sent these copies to the venue the mobile catering company must send a representative (who must be the person who will be in charge of the catering on the day) to visit the venue, they must satisfy themselves that they

have all the equipment they need and can transport and serve all food safely. They will need to make a written risk assessment and give a copy to the venue. If the mobile caterers are accepted by the Owners only at this stage should you make your booking with them. At the end of the event they will be expected to leave the property in the same clean and tidy condition as they found it. The Company cannot take any responsibility in any way for outside caterers or their food. The hirer of an outside mobile caterer is responsible for any loss or damage caused by them. There is a £5.50 + vat per head charge per meal if you book outside caterers, this must be paid by the caterers no later than two weeks before the wedding.

### **Outdoor Wedding Ceremonies**

In England you may have a civil wedding ceremony in an outdoor structure if the structure is licenced. The Bride, Groom and Registrars must be in the licenced area but the guests may be completely outdoors. Bracken Bank Lodge has two licenced areas for guests to be outdoors. The very romantic Garden Room at the end of the south wing looks out onto the large ornamental pond and fountain. This flagged stoned room leads directly out onto the lawn from a magnificent archway with a dove cote and a church bell above. Guests may be seated on the lawn to watch the wedding ceremony taking place under the arch. The Garden room is close to the marquee and adjoining room, both of which are licenced for ceremonies. If shortly before the ceremony is due to start the weather was no longer suitable for being seated outside then the ceremony could simply be transferred indoors.

The stone temple on the lake is a magnificent structure. It is situated on an island on one of the estates private lakes, it is accessed by huge stepping stones. Guests may be seated for the ceremony by the side of the lake looking out over the water to the temple. Guests would need to know in advance if the ceremony is planned for this location as it accessed by a four minute walk across grass. Conditions need to be ideal for ceremonies at this location as guests cannot quickly transfer indoors. There is no vehicular access to the lake, a horse drawn carriage needs to be booked to take the Bride and the person giving away the Bride to the lake, and to bring the Bride and Groom to the Lodge after the ceremony. If there are elderly guests who may not be able to walk to the lake and back the horse drawn carriage should be booked to make a few more trips. The temple on the lake and the Garden Room can be used throughout the year when conditions are suitable. For winter weddings guests would obviously need to be warmly dressed as well as having appropriate footwear.

The suitability of holding a wedding ceremony outdoors will not be known until the day of the wedding. There are various factors that would make an outdoor wedding inappropriate including rain, wind, wet ground, flies or other insects. The venue cannot be held responsible for adverse outdoor conditions. The Registrar has the final decision on whether an outside location is appropriate for that day.

### **Parking**

There is no charge for car parking. There is a limited amount of parking in the courtyard by the Lodge entrance, all further cars can be parked by the stables. Please arrange in advance for the parking of any other type of vehicle. Parking on the road or verges is not permitted. Wedding photography is spoilt by cars parked in the courtyard so all cars on wedding days should be parked by the stables. Please be considerate to others and do not park in such a way that you block other vehicles in or restrict vehicular access. Dogs must never be left in parked cars. Camping of any kind in the car park, gardens or anywhere on the estate, or sleeping overnight in vehicles, is not permitted. Wedding guests are welcome to arrive by car and depart by taxi, leaving their car in the car park overnight. All vehicles are parked at the owners risk, the Company shall not be liable for any loss or damage.

### **Payment**

When you make a booking for weddings and groups you should pay the amount then due by sending a cheque together with a completed booking form to the Company. If you would prefer to pay by credit card there is a 3% additional fee. Providing the booking can be confirmed, the Company will then send your written confirmation to you as soon as reasonably possible showing

your booking details .The balance of your total booking cost must be received by the Company no later than 8 weeks before your arrival date, if you are also hiring the marquee this must be with a copy of your insurance certificate clearly showing that marquee cover is included. If, however, you book less than 8 weeks before the date of a wedding or group event then payment of your total booking cost is due straightaway.

If any payment you make is not honoured for any reason whatsoever, the Company is entitled to make an administration charge of £25.

Final numbers, the confirmed menu and full payment for meals for functions, events and weddings need to have been received no later than two weeks before the event date.

Failure to make payments by the require time will be treated as a cancellation by the customer, cancellation conditions and charges will then apply.

Credit card payments incur a 3% additional fee.

### **Privacy Policy**

This privacy policy sets out how Bracken Bank Lodge Ltd. uses and protects any information that you give Bracken bank Lodge Ltd when you use this website.

Bracken Bank Lodge Ltd is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Bracken Bank Lodge Ltd may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from [date].

#### **What we collect**

We may collect the following information:

- name and job title
- contact information including email address
- demographic information such as postcode, preferences and interests
- other information relevant to customer surveys and/or offers.

#### **What we do with the information we gather**

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional email about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests.

#### **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

#### **How we use cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

#### **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

#### **Controlling your personal information**

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at [email address]

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to Bracken Bank Lodge, Lazonby, Penrith, Cumbria, CA10 1AX.

#### **The Property**

You and all members of your party agree both to keep the property clean and tidy and to leave the property in a similar condition as you found it upon your arrival. You and all members of your party further agree not to use the property for any commercial purpose, including without limitation assigning or subletting it or otherwise allowing anyone to occupy it who has not previously been accepted by the Owner.

The snooker table is for the use of guests staying overnight only. Guests using the snooker table must be over 18 years old. Guests are required to provide a security retainer of £500 to use the snooker table in the form of a credit card swipe that would only be processed in the case of damage, losses and costs arising from damage.

Double bedrooms have their own private bathrooms. The single bedrooms have a private shower room. If you make a group booking or book both single rooms the facilities are shared.

You are responsible to the Owner for the actual costs of any unpaid bills, breakage, damage or loss in or to any part of the venue - along with any additional costs that may result - which are caused by you and/or any members of your party. By making a booking you are agreeing that your credit/debit card can be automatically charged to cover payment to cover any such costs. A receipt will be sent to you. You must not allow more people than the advertising states to occupy the property, neither can you change the composition of the party during your stay (if a bedroom is booked for more than one night the same guest(s) occupying the room on the first night must continue to use the room on the other nights booked. No pets are permissible unless this has been arranged in advance and is shown on your written confirmation.

If heating is required for the marquee you need to book a marquee heater, this needs to be booked well in advance of the event. You can hire a marquee heater from HSS Hire Shops, there is a branch in Carlisle (Tel: 01228 514 999), no other type of heater can be used. It is the hirer's

responsibility to have the heater set up and for them to control the heater. We recommend you ask the hire company to set up, test and demonstrate the heater to you the day before your event. The use of fireworks is not permitted, you might like to have an outdoor lazer display show as an alternative.

Please remember that the Lodge was built before the days of minimum ceiling height, the head room to bedrooms nineteen and twenty is restricted. Please bear in mind that countryside activities and animals can be noisy at times.

### **Photographs**

Occasionally the venue may wish to use photographs that have been taken of members of your group by the staff or a professional photographer for use for publicity, advertising or the venue's web site. Unless the venue is notified in writing at the time of booking it is understood that permission is granted for use of photographs for these purposes.

### **Plumbing and Bathrooms**

The property has many bathrooms and twenty eight bedrooms that have their own water supply. The property is also very old. The property has water pipes that are a much larger gauge than standard to enable the water to reach all rooms with a good pressure. This however does result in noisy plumbing. Please note that the baths are all original cast iron baths and the lavatories are mainly original high level cisterns. Please refer to the floor plan for their proximity to each bedroom.

### **Security Retainer**

*The venue will take a credit card swipe for the security retainer of £1,500 which is applicable for group bookings, weddings and events and is held for any breakages, damage, loss, unpaid bills etc.. An authorisation code will be needed so please telephone a day in advance of your arrival with your credit card details to ensure that the card can be authorised. Please note that debit cards cannot be used in this way. Credit card transactions (sales and refunds) carry a 3% fee which would only be deducted if the retainer needed to be processed.*

*Please arrange at the time of booking if you would prefer to pay the security retainer by cheque or bank transfer, this must have been received no later than 2 weeks before arrival and will incur a handling fee of £10 inclusive of vat. Failure to have made the payment by the required date will be treated as a cancellation of your booking by you. The security retainer refund for payments made in this way are sent (less any costs for breakages, damage, loss, unpaid bills etc. if applicable) seven days after departure.*

*Please note that your stay/event will not commence until the security retainer has been received.*

### **Smoke Free Legislation**

On July 1st 2007, England introduced a new law to make enclosed public places and workplaces in England smoke free. A smoke free England ensures a healthier environment, so everyone can socialise, relax, travel, shop and work free from second-hand smoke. The penalties and fines for the smoke free offences set out in the Health Act 2006 include a fine of up to £2,500 for failing to prevent smoking in a smoke free premises. All buildings, the archway and the marquee at Bracken Bank Lodge have to comply at all times with this smoke free law. Anyone breaking the law will be required to leave the premises.