

TERMS & CONDITIONS FOR RIVERSDALE LODGE, RIVERSDALE LODGE, SL8 5EB
2024 to 2025

1. Unless otherwise arranged and agreed in writing, Riversdale Lodge is let from 16:00 on the day of arrival and 11:00 on the day of departure. We reserve the right to retain security deposits in the event that the property is not vacated by 11:00. Late departures may incur additional charges, from £200 +VAT per hour
2. No more than the stated number of persons at the time of booking are permitted to use the property. We reserve the right to retain security deposits if additional guests or visitors arrive at the property without prior agreement. The property is a private home that may be used to host corporate events. Increasing the number of guests to a larger capacity booking or changing to a lower occupancy rate is only permitted with prior consent.
3. This includes staff and suppliers. Any catering service or other supplier being paid directly by a guest for services undertaken at the property during their stay is not permitted without the property owners' prior consent and having had full qualification and insurance checks undertaken and approved by the property owners.
4. Wedding ceremonies or receptions are not permitted at Riversdale Lodge. In accordance with the terms of our permitted use, without a licence and consent from the property owners, any formal ceremony held on our premises can be made invalid upon notification to the council. In the event that a wedding is arranged without prior notice, we reserve the right to retain security deposits and charge additional costs.
5. In order to make a reservation, you must pay a non-refundable deposit of 50% with the remainder paid at least 12 weeks before your booking. All fees are non-

refundable and non-transferable so it is recommended that appropriate travel insurance is taken out to cover recovery of all non-refundable costs. If Riversdale Lodge cancels, your booking all fees will be paid back in full. In the event of a cancellation, please notify the owners with as much notice as possible so that efforts can be made to re-let the property. Notifying the owners of a cancellation terminates any contractual obligation on them to rent the property to you.

6. Riversdale Lodge and its owners will not be held liable for any guest or tenant cancellations due to adverse weather conditions, illness, any change in personal circumstance or health, travel complications or any other reason whatsoever that might prevent travelling to or staying at the property, including those listed above and any other reason that can be expected to be covered by your own insurance.
7. Reservation details including name, address and postcode are to be provided at the time of booking. We are entitled to retain these details for future marketing (which will include opt-out options), but will not to pass your details on to any third party for marketing purposes.
8. A returnable damages deposit of £2000 is required to be cleared funds into our account before your stay to cover any damage to the property. The person making the booking and/or payment is liable for any damage to the property or its contents. If the cost of the damages exceeds the value of the damages deposit, the person making the booking is liable for the entire cost and must pay the remaining balance. A booking is not secure until full payment plus the damages deposit has been received
9. There is a strict no-smoking policy inside all of the buildings. We reserve the right to retain full damages deposits if there is evidence of any smoke damage. Due to new fire laws, no candles can be used on the property. You may use the LED candles we have instead. No fireworks or sparklers are permitted inside the house.
10. Wi-Fi internet access is provided free of charge for use by guests only. All visitors using the Wi-Fi service, agree to internet user access, history and usage being monitored.
11. Shoes must not be worn inside.

12. Please do not move furniture and contents between rooms or outside without prior consent. We reserve the right to retain damages deposits if furniture or contents are missing or not returned to their original place. In the event of any damage, please report it so that it can be assessed before you leave the property. In the event that damage is not reported to enable timely assessment, we reserve the right to retain full damages deposits. Unless otherwise arranged and agreed in writing, the minimum damages deposit limit when hiring the property or any part of it is £2000. Additional limits may apply when retreat hosts employ external suppliers or for private events or other purposes.
13. To respect the privacy and comfort of our neighbours, we ask that there is no excessive noise after 22.00, otherwise, we reserve the right to retain damages deposits.
14. No pets are permitted at Riversdale Lodge. There are two resident cats.
15. Decorations may only be put up with prior permission and without causing any damage. Glitter and confetti are not permitted. We reserve the right to retain damages deposits if carpets, floors, walls or ceilings are left dirty or damaged or additional cleaning or repairs are required as a result of not adhering to these terms.
16. Please leave the property in an orderly condition so we have ample time to clean in preparation for our next guests.
17. The individual(s) and/or business(es) letting the property is responsible for adhering to all Terms and Conditions, including any amendments made prior to or during their stay.
18. The owners have the right to refuse entry to the property and cancel a booking at any time.

Howard, Amber, Katie and the Riversdale team

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Riversdale Lodge, Riversdale, Bourne End, SL8 5EB