

Terms and Conditions of your booking

Fountain Lake Lodge, Sutton on the Forest, York

The park requires that we adhere to their terms and conditions and reserve the right to ask your party to leave the park if the terms are not complied with. So, the terms are outlined below. Please ensure that you comply with these terms. Payment of your deposit (or full payment if within 4 weeks of your stay) acts as your acceptance of these terms.

The lodge can accommodate up to six people – being up to 4 adults and 2 children.

Please ensure that your party does not exceed the numbers stated on your booking agreement. We recommend that you have your own travel insurance.

You must be over 21 to make a booking, and there must be at least one capable adult over the age of 21 within the visiting party.

Unaccompanied young parties or all male/female parties (of more than 2 people) are not accepted.

All male or female parties may advise us prior to booking confirmation, so that we are able to make a request to the park.

Hen and Stag parties are not accepted. Children must be accompanied to all park facilities and parents are held fully responsible for their safety.

The park aims to provide all guests with a relaxed, family atmosphere. They request that excessive noise and disruption be avoided, especially at night.

Fishing at the park requires a license and daily tickets are to be purchased from the Reception at Goosewood. Fees are not included in the price of accommodation.

Our lodge is strictly NO SMOKING.

We do not allow pets to stay.

We reserve the right to withhold a security deposit/ make additional charges for damage, breakage, loss of items or additional cleaning following your stay.

Customers are welcome to bring a barbeque for their own use but please ensure that all disposable barbeques are lifted off the ground. The Wardens are able to provide bricks if required. Please also be very careful if barbequing on the decking for obvious reasons. Do not let any embers rest on the decking or the lodge and ensure that the barbeque is completely extinguished after use.

Bedding and linen are provided for the duration of your stay. The lodge is cleaned on changeover day so please ensure you vacate the lodge by the agreed time of 10am to allow time to prepare for future guests.

In the event that urgent maintenance is required we ask that we are able to access the lodge during your stay. We do however ensure that non-urgent matters are dealt with when the lodge is not occupied.

Cancellation

In excess of 8 weeks prior to your stay, your deposit is fully refundable upon cancellation.

Between 8 weeks and 4 weeks prior to your stay your deposit is non-refundable, although we may be able to transfer your booking to another date.

Within 4 weeks of your stay a charge of £250 or the balance, whichever is smaller, will be due.

Thank you.

Fountain Lake Lodge