

General Notes

Brompton Lakes, Easby, Richmond, North Yorkshire DL10 7EJ

GUEST SAFETY

Please be aware that Brompton Lakes has two lakes, steep drops and the River Swale running along the south and west perimeter. Needless to say, there are inherent dangers, particularly for children. We would strongly advise guests to take care and sensible precautions when using the facilities. Brompton Lakes will accept no liability for injuries relating to the lakes or river.

Brompton Lakes takes the safety of its guests very seriously. Therefore we ask that guests who stay in our properties take a few moments to think about their safety at the lodge. In particular:

1. Check the layout of the holiday lodge, so that in an emergency you can get out quickly and easily.
2. Check the locations of the fire extinguishers and fire blanket and read the instructions for use.
3. Check the location of the first aid box.
4. Each lodge has a wood burning stove, make sure the fire is safely out before you go to bed.
5. Look out for glass patio doors.
6. Look out for any steep drops in the area and ensure that children are properly supervised.
7. Life rings are available and are clearly visible in the deck area of each lodge and around the sides of the lakes and in prominent positions.
8. Your vehicles and their accessories and contents are left entirely at your risk. Brompton Lakes will not be responsible for any loss or damage from or to any vehicle from any cause whatsoever other than, in the case of any negligence by Brompton Lakes, its employees or agents.

Take special note of the following:

Do not swim in the lakes. Do not swim in the nearby river under the influence of alcohol or immediately after eating a meal. Do not swim at night. Always supervise children.

ELECTRICAL APPLIANCES

All electrical appliances are checked regularly but If you have any doubts about the efficient operation of any electric appliance in your property, please alert Brompton Lakes or the warden/ housekeeper immediately.

As you would at home, please ensure that appliances are turned off after use and, in particular, check this before you go to bed.

If you have any concerns about the safety of the property, equipment or facilities, please contact the office immediately. We want you to have a safe and happy holiday - a few minutes to follow some simple precautions could make the difference between a holiday enjoyed and a holiday spoiled.

SPECIAL REQUIREMENTS

We will do everything we can to help those in your party with special requirements by recommending lodges that are especially suitable - just let us know at the time of booking. Some lodges lack facilities such as ramps for wheelchairs. Some properties may not be childproof and may have steep approaches. Therefore, we would strongly advise you to discuss any particular needs that you may have with our sales staff prior to booking.

LOCATION

Brompton Lakes is in a rural location and can experience some animal and bird noise and occasionally noise from grass cutting or other farm machinery or activities. Flora and fauna: in rural areas, insects and other pests are fairly common and not necessarily an indication of poor housekeeping standards. Whilst preventative action is taken, these pests can never be eradicated completely.

COMPLAINTS

Great effort is made to maintain the highest standards of furnishing and fittings. On the very rare occasion when you may experience a shortfall in housekeeping or maintenance, please call the housekeeper or our office on **01748 850333** during your stay so we can minimise any inconvenience, discomfort or dissatisfaction.

CHANGE OF LODGE

In extreme circumstances, Brompton Lakes reserves the right to change the named accommodation.

GUEST DAMAGE

Please report accidental damage or breakage if and when it happens. Repairs or replacement items can then be arranged in advance of the arrival of the next guests.

DAMAGE DEPOSIT

We may require you to pay a security deposit on arrival. If this applies to your chosen property you will be advised of the amount at the time of booking. The security deposit will be refunded at the end of your holiday rental (less any costs for breakages, damage etc if applicable).

OTHER ISSUES

Storage: Wardrobe, drawer and cupboard space is sometimes limited.

Building Work: We should point out that we cannot be held responsible for any maintenance, building or road workings which may be carried out close to your property. We will endeavour, where possible, to advise you in advance, should we become aware of any anticipated works, although these can occur at any time without prior notice.

SPECIAL REQUESTS

Special requests may be made prior to travel and whilst we will endeavour to meet them, unfortunately this cannot be guaranteed. Under no circumstances will requests accepted by us form part of our contractual obligations and we will not have any liability if they are not met, unless this has been agreed by us in writing.

PROBLEMS DURING YOUR STAY

In the rare event that you have a problem or complaint with your accommodation, please call the housekeeper as quickly as possible so that swift action can be taken. If you are unable to make contact, call our office or the emergency line should the office be closed. It is disappointing for us to receive adverse comments when guests have returned home. We do welcome the opportunity to make your holiday as comfortable and enjoyable as possible.

WITHDRAWAL OF FACILITIES

Please note that on rare occasions facilities may have to be temporarily withdrawn at short notice during your holiday through circumstances which are beyond our control.