



D&S Lodges Holiday Booking Terms & Conditions

Please read this carefully. When you book your holiday, you are entering into a contract with D&S Lodges Ltd which binds you and D&S Lodges Ltd in various ways. These terms & conditions list the responsibilities and commitments you and D&S Lodges Ltd have towards each other. Please note that throughout these conditions the terms “we”, “us”, “our” and “ourselves” refer to D&S Lodges Ltd.

Contact Us

Please contact us if you have any questions, concerns, comments, requests or complaints regarding our terms & conditions.

By email: Diane@dslodges.com

Making a Booking

When you book you are accepting the terms of these booking conditions on behalf of your whole party. A binding contract comes into existence once we have received your deposit and we have issued a booking confirmation by e-mail, fax or post. All

terms are from the start date specified for the accommodation detailed on your booking confirmation. Check-in time and check-out times are shown on your booking confirmation.

You must check your booking confirmation as well as all other documents we send you carefully as soon as you receive them. If any information appearing on any document appears to be inaccurate in any way, you must let us know straight away. We regret we cannot accept any liability if we are not notified of any inaccuracy in any document within 14 days of our sending it out.

Initial Payment

When you book, the initial payment stated must be paid. This initial payment must include your booking deposit as part payment towards the cost of your holiday & subscription to Holiday Cancellation Protection (if required). Please note that if prices are reduced once you have booked your holiday we are unable to refund the difference between your holiday price and any special offer prices. Holiday deposits/payments, unfortunately, cannot be transferred from one year to another.

Balance

The balance of hire money as shown on your invoice is due and payable 6 weeks before the start of your holiday. Your invoice gives full details. For bookings made within 6 weeks of your holiday start date, you will normally pay the full hire charge when you make your booking. If you wish to pay your balance-of-hire by credit card, then you must contact us to do this not later than 6 weeks before your holiday starts.

Credit Card Charges

There is no additional charge for using any personal credit card or debit card. A surcharge of 2% is applicable to all other card types.

Your Photography

Please note that you cannot photograph or film in the swimming pools, gyms, spas, changing areas or toilets. Please respect the privacy of other guests and employees.

Correction of Advertised Rates

We reserve the right to correct errors in advertised prices and alter prices on the website, which may go up or down. We will advise you of the current price at the time of booking.

Correction of Confirmed Prices

We also reserve the right to correct errors in confirmed prices. In this case, we will contact you as soon as we become aware of the error. If the correct price is higher and you do not wish to pay this, you will be entitled to cancel and receive a full refund of all monies you have paid to us providing you notify us within 14 days of our advising you of the error.

Number in Your Party

The total number in your party must not exceed the capacity of the accommodation as advertised. Accommodation is provided only for the number stated. Where special permission has been given, additional people may be accommodated.

Linen & Towels

Bedding is provided – pillows, duvets/quilts, covers, sheets, pillowcases and towels are included with your booking.

Insurance

Personal Travel and Cancellation Insurance is not included. It is your responsibility to arrange your own insurance.

Damage to Accommodation

You are liable for any damage caused in the accommodation during the period of hire. We have the right to enter any accommodation (without prior notice if this is not practical or possible) if special circumstances or emergencies arise (for example if repairs need to be carried out).

Noise

Please be respectful of your neighbours and keep all noise to a minimum. Failure to do so may result in the loss of your deposit and being asked to leave the park.

Hot Tub

Hot tub usage is permitted until 11pm and should not be used after this time. Failure to abide by this may result in the loss of your deposit. Please follow the rules and guidelines on the hot tub safety notices displayed next to your hot tub.

Late Check Out

A minimum of £25 will be charged for an unauthorised late check-out and a further £25 if extra cleaning is required. This will be deducted from your pre-authorised deposit.

Changes by You

Requests for amendments, after your booking has been confirmed, will incur a £25 administration fee and will be subject to availability. All changes must be made at least 6 weeks before your holiday start date. If we agree to any changes after this time, this may be subject to an additional charge of at least £100 per accommodation.

Cancellation by You

Telephone us immediately if you have to cancel and on the same day email your cancellation request to Diane@dslodges.com.

Note: Bookings may not be transferred to other parties after we have received notification of cancellation. Deposits are non-refundable.

Cancellation by Us

Very occasionally, in circumstances of 'force majeure', we may have to cancel your booking. If we do so we will tell you as soon as possible and offer you an alternative or a full refund. We regret we cannot pay any compensation or meet any expenses or costs you may incur as a result of any such cancellation or change. We will not accept responsibility or pay any compensation where the performance or prompt performance of our contract with you is prevented or affected by reason of circumstances which amount to "force majeure".

Force Majeure

Circumstances amounting to "force majeure" include any event which we or the owners could not, even with all due care, foresee or avoid. Such circumstances include the destruction or damage of your accommodation (which cannot reasonably be remedied to a satisfactory standard before the start of your holiday) through fire, flood, explosion, storm or other weather damage, break-in, criminal damage or any similar event beyond ours or the owner's control. Such circumstances also include riots or civil strife, industrial action, natural or nuclear disaster, fire, adverse weather conditions, war or threat of war, actual or threatened terrorist activity and all similar situations beyond ours or the owner's control.

Activities & Facilities

HQ Park reserve the right to alter or withdraw amenities or facilities or any activities without prior notice where reasonably necessary due to repairs, maintenance, weather conditions and circumstances beyond our control.

Opening Times

The opening and closing dates of facilities are shown on HQ's website. Opening times may be limited outside the main holiday season and are subject to change.

Unreasonable Behaviour

We reserve the right to terminate a holiday after the keys have been handed over if the unreasonable behaviour of anyone in the holiday party is likely to impair the enjoyment, comfort or health of other guests or members of staff. In these circumstances, no refund will be given.

Group/Party Bookings

The organiser or leader of a group or party booking is responsible for providing the party details. Should you arrive at your holiday park with such a group without notifying us of the required details, we have the right to refuse to hand over the accommodation to you.

Minors

We cannot accept bookings from anyone under 18 years of age.

Party Type

We reserve the right to refuse unaccepted party types.

Wheelchair/Disabled Persons

Our accommodation is not suitable for visitors with mobility disabilities,

Privacy

Please read our separate Privacy Policy for more information.

Vehicles

Your vehicles and their accessories and contents are left entirely at your risk. We will not be responsible for any loss or damage from or to any vehicle from any cause whatsoever other than, negligence of ourselves or our employees or agents.

Liability

Except where otherwise specified in these Booking Conditions D&S Lodges will not accept liability for any damage, expense, injury, death, or loss of any nature whatsoever suffered by any person(s) from any cause whatsoever other than, the proven negligence of ourselves or our employees or agents. This clause does not attempt to exclude negligence or breach of statutory duty.

Illness

Guests should inform D&S Lodges & Park Management of any illnesses developed during the duration of their stay which could have an effect on other guests. Guests who take unwell may be confined or, depending on the severity, asked to leave in order to prevent the spread of said illnesses. In such circumstances we are unable to refund.

Smoking

Due to Government legislation, it is illegal to smoke within public buildings. Company policy maintains this ban throughout all accommodation, meaning all smoking must take place outside. This includes e-cigarettes and vaporisers.

Smoking within any accommodation will incur a £150 fine to cover cleaning.

Banned Items

We have a zero-tolerance policy on drugs, firearms, and offensive weapons. If we have reason to suspect that you have taken or are in possession of any illegal drugs or any other illegal substance, a firearm or offensive weapon, we will ask you to leave the park, without refund.

Security

Any vehicles parked on site are parked at the owner's risk. Any belongings left unattended, in lockers, in your accommodation, or other personal possessions brought onto site are at the owner's risk. D&S Lodges accepts no responsibility for any loss or damage to personal possessions. CCTV

CCTV is in operation throughout the parks. Please read our Privacy Policy for more information.

Wi-Fi

Only devices with a web browser and the ability to connect to a public service can access our network – please check your device for compatibility. Our Wi-Fi is provided by Leisure Park Internet Solutions (LPIS) who can be contacted on 01423 295 001 during opening hours. All connections to the complimentary Wi-Fi will be subject to a 'fair usage' policy. Device exclusions apply. Charges may apply. For further details please ask reception.

Complaints or Concerns

If you want to complain, we will want to take action to sort out your complaint as soon as possible. It is essential that you contact us as soon as the issue arises, so that we can do everything in our power to sort it out as quickly as possible. It is often extremely

difficult (and sometimes impossible) to sort out difficulties properly unless we are told promptly. If you discuss the problem with one of our managers during your stay at the property, it can usually be sorted out straightaway.

Complaints which would only be temporary (for example, complaints on how the property has been prepared) cannot be investigated unless registered during your stay.

We have designed this procedure to make sure we can sort out complaints as quickly as possible. Please help us to help you by following this procedure. If you fail to do so, this may affect your entitlement to any compensation deemed appropriate.

Amendments

We reserve the right to amend these Booking Terms and Conditions at any time. Updates will be effective 7 days after they are posted on our website. If you are not happy with changes please contact us, otherwise we will assume you have accepted all of them.

Our Terms & Conditions were last updated June 2025.

We can't wait to welcome you!