

Caistor Lakes Lodge Damage

Disclaimer Policy

Caistor Lakes accepts no responsibility for any trips, slips or falls within the lodge, in or around the Jacuzzi/hot tub area, decking, or steps leading to the decking on the lodges.

Caistor Lakes also accepts no responsibility for any accident or injury that results from using the gates on the decking of the lodges. Caistor Lakes recommends that guests use the gates on the decking of lodges with extreme caution due to the risk of drowning in deep water, and by signing this disclaimer the guest confirms that they use the gates on the lodges at their own risk.

Guests signing this disclaimer are agreeing that they acknowledge to read and abide by all hot tub rules and guidance provided by Caistor Lakes regarding the use of the Jacuzzi/hot tub. Any failure to do so is the responsibility of the guest and Caistor Lakes accepts no liability whatsoever.

Guests are responsible for their own safety and wellbeing whilst within the lodge/on the outer decking area. Any accidents must be reported to the Main Reception within 24 hours. We are not responsible for belongings brought into the lodge.

Guests signing this disclaimer are agreeing that in the case of any damages to or excessive soiling of the lodge and/or linens provided, the amount to cover the cleaning or replacement of the item will be deducted from the preauthorisation payment before it is released. Preauthorisation payment is £150. All Caistor Lakes items must always remain in the lodge. Any items stolen or taken from the lodge upon guest departure will be deemed as theft and a charge will be deducted from the damage deposit. Alcohol is to be consumed to a reasonable and safe level, and guests signing this disclaimer agree to do so.

Any guests seen to be rude, aggressive, or inappropriate to any member of staff will be blacklisted and not authorised to return. Any issues regarding your stay are to be raised with the reception staff immediately. We cannot help with an issue if we are not made aware.

*******Caistor Lakes' Lodges are NON-SMOKING.** Guests should **NOT** smoke inside the lodge. If the lodge smells of smoke, guests will incur a fumigation charge. Guests are to vape/smoke away from any open doors or windows.

*****Please note that any excess mess or dog hair will result in fees being deducted from your damage deposit. Animals are not permitted to be on any furniture or beds.

***** I also agree that I will respect the comfort of other guests staying on the park by not playing loud music or creating a noise after 10.30 p.m. If we receive complaints, we will ask for noise to be reduced. If we have persistent noise complaints, you could be asked to leave the park. Please be respectful of other people.

Please be aware our Main Entrance Gate opens at 8am and Closes at 10:30pm. If you are leaving the site, please take your blue fob with you and present it to the keypad at the gate, this will allow entry back into the site after these hours. **If you forget your fob a call out fee of £30 will be charged for a member of staff to come to site and let you in. We will not give out the code to the main gate or barrier under any circumstances**

Please do not walk underneath the barrier outside reception when it is lifted.

By signing this disclaimer, you are automatically agreeing to our site policies and procedures.

I can confirm that I have read and agree to the pre-arrival check-in procedure that has been emailed to me prior to arrival.