



Booking

Terms & Conditions

Grove Cottages, Ambleside, are owned and operated by
RE Howard & Sons, Little Morton, Retford, Notts, DN22 8BE

VAT number 125 4934 69

Thank you for choosing to book at Grove Cottages, Ambleside. We look forward to welcoming you. By making this booking you are entering an agreement with us. Please read our terms and conditions of booking below. It will be assumed that all terms and conditions have been accepted unless you let us know within 14 days of making a booking. These terms and conditions take precedence over any alternative terms and conditions published on any website other than grovecottages.com.

Where an email address is provided, all communication will be by email, unless you request otherwise.

Prices

The price of the accommodation includes the following: Electricity, linen, towels, tea towels, cleaning, hot water, central heating, Cots, High Chairs, Booster Seats & Stair Gates. VAT receipts available upon request.

Payment

A non-returnable deposit of 20% of the total holiday cost is payable at the time of booking. For web bookings, this will be collected using the credit or debit card details supplied to us. Credit or debit card bookings can be made via telephone. Payment of your deposit by cheque is also accepted. Cheques must be received no later than 2 weeks after making a booking.

All cheques should be made out to 'RE Howard & Sons' please. Outstanding balances must be paid in full no later than 6 weeks prior to the date of arrival.

For bookings made less than 6 weeks prior to arrival the full amount is due at the time of booking. Where a credit/debit card has been used for a web-booking LESS than 6 weeks prior to arrival, the full cost of the holiday will be charged to the card unless you advise us otherwise at the time of booking.

Pets

Sorry, we do not allow pets

Acceptance of Children

We welcome children of all ages.

Cancellation and Insurance

By making your booking, our agreement is a legal contract and your deposit is non-refundable. If you cannot take your holiday and the booking cannot be re-let, you are still liable to pay for the booking in full, even if we have not yet received your balance.

If we do succeed in re-letting the booking, you are no longer liable for the balance, or we will refund it to you if you have already paid it, less a 5% administration fee. Please note that your deposit is not refundable under any circumstances.

We recommend that you take out cancellation insurance to protect against these costs.

Non-availability of Accommodation

We would only cancel your holiday if your accommodation was unavailable for reasons beyond our control. We would however attempt to offer you alternative accommodation. If this was not possible, or unacceptable to you, then we would refund all monies paid by you for the holiday. Our liability would not extend beyond this refund.

Arrival

Your accommodation will be available to you from 2.00 pm on the day of arrival, unless otherwise arranged. We may not be able to accommodate you if you arrive earlier than the agreed time as we will be busy preparing your cottage. Guests arriving before 5pm will be met and shown to their accommodation. Please advise us if you will be arriving after 5pm and we will instruct you on how to access your cottage.

Departure

Please be ready to leave the accommodation by 10.00 am on the day of departure, unless otherwise arranged. Charges may be levied against guests who leave after 10.00 am to cover staff waiting costs.

Damages and Breakages

Please take care when staying in our property. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. All we ask is that you report any incidents as they occur. Whilst we do not normally charge for minor breakages, we may make a charge in instances when it is reasonable to do so. We also reserve the right to levy a cleaning charge to recoup additional costs over and above what we would reasonably expect to incur.

Good Housekeeping Bond

We reserve the right to charge a returnable Good Housekeeping bond of £200 per property per week.

Liability

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or any contractors whilst acting in the course of our employment.

Property Description

We take great care to ensure our cottages are represented accurately on the internet and other media. However, we shall not be held liable for any erroneous representations made on grovecottages.com or third-party websites. Star ratings for properties are given subject to annual independent assessments made by Quality in Tourism, and may be subject to change as changes to the assessment criteria are made beyond our control.

The provision of wi-fi internet access is offered in good faith, but we are unable to make any guarantees on availability of connection or connection speed due to reasons beyond our control. Our location means you are likely to experience lower connection speeds than those obtained in towns and villages.

Privacy Policy

Any data collected during the course of this booking will be stored on our computer(s). With your permission we may from time to time contact you with news about Grove Cottages. We will not share your details with any third party.

T&C Revised 05/01/16



Website

Terms & Conditions

Welcome to our website. If you continue to browse and use this website you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern RE Howard & Sons relationship with you in relation to this website.

The term "Grove Cottages" or "us" or "we" refers to the owner of the website whose registered office is Little Morton Farm, Little Morton, Retford, Notts, DN22 8BE. The term "you" refers to the user or viewer of our website.

The use of this website is subject to the following terms of use:

- The content of the pages of this website is for your general information and use only. It is subject to change without notice.
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- From time to time this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).
- You may not create a link to this website from another website or document without RE Howard & Son's prior written consent.
- Your use of this website and any dispute arising out of such use of the website is subject to the laws of England and Wales.



Access Statement

for Grove Cottages, Ambleside

Introduction

There are 5 properties collectively known as Grove Cottages, all situated on Grove Farm, Stockghyll Lane, Ambleside. Four of the cottages have been converted from a single traditional Lakeland stone barn, the fifth being the farmhouse itself.

General Statement

All properties have stairs, which guests must be able to negotiate in order to access sleeping/kitchen/living areas. None of the properties could be said to be suitable for guests needing to use a wheel chair.

Whilst we do have some guests who arrive by train, bus or taxi and are prepared to do lots of walking, having a car is strongly recommended.

Pre-Arrival

We have an extensive website, with diagrams of the floor/room layout, and pictures of many of the rooms as well as the garden areas. We can print off sections of the website and post to prospective customers should they not have access to the internet.

Bookings can be made directly via the website, or by telephone/mail.

All guests are provided with clear instructions on the location of the properties, and a plan of the site itself.

The nearest bus stop is in Ambleside, 1.4 miles away. The nearest train station is in Windermere, 4.4 miles away.

This access statement is available on our website. Hard copies can also be provided upon request.

Arrival & Car Parking Facilities

The cottages are all situated at the end of the paved section of Stockghyll Lane, approx 1.4 miles from the centre of Ambleside. The road is single track tarmac and is steep in places. There are passing places along the route. The total climb from Ambleside centre to the cottages is approx 500 feet.

There is a large tarmac car parking area directly opposite the cottages. Cars are parked approximately 15 metres from the cottage front doors.

Staff are on site to meet guests between 15.00 and 17.00 on Fridays and Saturdays, which are the regular arrival days. Staff may be on site to meet arrivals at other times by appointment. For guests arriving outside these times, cottage keys are held securely on site for collection by guests. Guests are briefed on the collection procedure prior to arrival.

Reception Area & Gardens

There is an unmanned reception at the farm, directly adjacent to the car park. There is one 6" step up into the building. Information on local attractions, events, walks etc. is displayed on notice boards. The information is updated regularly, and a weather forecast for the coming week is posted here also.

The gardens can be accessed by Little Grove & Middle Grove directly. Access from High Grove and Grove Corner is by a small flight of wooden steps and through a hand gate. The patio area is laid with local stone and is naturally uneven. The mown grass areas are steeply banked in places, and there are several unguarded drops of several feet.



Access Statement

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The farmhouse is accessed down a short alleyway from the car park. Cars can be parked at the top of the alleyway for unloading. There is approx 3" step down onto the alleyway and then over a 2" step into the utility room, which has a stone flagged floor. There is a washing machine and tumble drier. A 2" drop leads into the main entrance hall. There is a toilet with hand basin off to the left.

To the right is the snug, with 2 x 2 seat sofas (moveable). There is also a log burning stove and a nest of tables. The main lounge area is also accessed from the entrance hall. This contains a four seat sofa, a 3 seat sofa and a single tub chair, all of which can be moved. There is also a low coffee table and log burning stove. Off this room is accessed the sun room, which is equipped with two seat and two single seat wicker chairs. These are placed against the wall with approx 2 feet walk through space. There is approx 9" step in the entrance hall which leads into the kitchen. The kitchen has a low level dishwasher, with a fridge freezer with fridge over. The top shelf of the fridge is at approx 5 feet high. There is a kitchen table with 4 chairs and several wooden stools. There is approx 4 feet clearance around the table. The kitchen leads directly into the dining room. The dining room is carpeted, with a wooden table and 10 chairs.

The stairs can be accessed either from the dining room on the flat, or up one 6" stair from the main living room. There are 10 standard sized stairs with a hand-rail on the right (when ascending). On the right at the top of the stairs there is a 3" step into a double bedroom which can also be configured as a twin if required. There is approx 3 feet either side of the bed as a double. There is an en-suite shower room with toilet and sink. The shower has a hinged glass door with a 6" step to access. Back onto the landing there is another 4" step up to continue along. The next double room on the right has approx 5 feet clearance either side of the double bed. There is also a sofa bed for occasional use, with access from one side only when used as a bed.

Next along the landing is the family bathroom. This is very large, with a bath with shower over with folding Perspex screen. The bath is approx 20" high. There is also a sink and toilet in here. Across the landing is the twin room, with two standard sized singles. These have access from one side only. The final room is the master bedroom, which has a double with at least 5 feet of clearance at either side. Here there is also a single sofa bed for occasional use which, again, can only be accessed from one side when in use. There is a single 6" step up into the tiled bathroom. This has a bath with shower over, approx 20" to climb into bath. There is also a toilet and hand-basin in here.



Little Grove is accessed through two doors from the car-park, and occupies the upper level of the barn. A flight of 12 standard stairs with a bannister on the right hand side (when ascending) leads to Little Grove. There is a small area for hanging coats etc. at the bottom of the stairs. The Lounge area has a double sofa and tub chair, which can be moved, along with a leather pouf. There is a wood burning stove also. The shared patio garden can be accessed via a door from the living room down a 6" step. The open kitchen is accessed from the living area via a step. There is a fridge freezer with fridge over in the kitchen.

The double bedroom has approx 3 feet clearance at either side of the bed. This leads into the bathroom, which is equipped with a bath with shower over. The bath is approx 20" high. There is a regular sized hand-basin and toilet in the bathroom also.



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Middle Grove is accessed by a single step, approx 6" high, through the front door directly from the car park. Downstairs there is the lounge, dining and kitchen area. The lounge has 1 double sofa and 2 single seat sofas which are all moveable. The round dining table has four chairs. The kitchen has a low level dishwasher, and a fridge freezer unit with the fridge over. A microwave is at high level on top of the fridge freezer. There is a combined washing machine and tumble drier in a cupboard under the stairs. The ground floor is all carpeted except for the galley kitchen area, and is completely flat.

There are 13 normal sizes stairs with a banister along the left hand edge (when ascending) leading onto the upstairs landing. The shared garden area can be accessed from the landing through a door over a 6" threshold. The double bedroom has two standard sized single beds, which are pushed against the wall and can be accessed from one side only. There is approximately 4 feet in between the 2 beds. In the double bedroom there is approximately 30" either side of the bed. There is a shared shower room with toilet and hand basin. There is 6" threshold to clear to access the shower, and the sliding shower doors leave an opening of approx 18". The upstairs is all carpeted and completely flat.



High Grove is accessed directly from the car park via approx 6" step. The lobby corridor is approx 4 feet wide, with 2 steps up from a slate floor onto a lino floor. The double bedroom is accessed from the lobby. It has approx 3 feet room either side of the bed. This leads to the bathroom, with a bath/shower over. There is approx 20" step-over into the bath/shower. The twin room is also accessed from the lobby, and shares the same bathroom via a separate doorway. Both single beds have access from one side only. It is also possible to erect a travel cot in this room also if required.

There are 12 regular wooden stairs with carpet inserts leading to the living, kitchen and dining areas upstairs. There is a banister on both sides. In the wooden floored kitchen area, there is a round wooden dining table with four chairs, and a large kitchen area with low level fridge, dishwasher and freezer. At the other side of the room is the lounge area with a 3 seat and a 2 seat sofa, both of which are moveable. There is a low coffee table also. The lounge area is carpeted. A narrow flight of 11 steep stairs leads from the living area to the mezzanine floor. On this floor is a table, sofa bed and reading lights.



Grove Corner is accessed down the side of the barn. Cars can be reversed up to the door for unloading. The front door is accessed by a step approx 2" high, which leads into the tiled entrance hall. The one double bedroom is accessed from the hallway. There is approx 3 to 4

feet of room either side of the bed. There is also room for an occasional single 'z' bed to be placed in the room along the wall side in a small alcove. This is generally suitable for children. The tiled floor en-suite shower room also has a toilet and sink. The shower has a 9ft threshold, and the concertina doors open approx 2 feet wide. The downstairs area is a mixture of carpeted and tiled, and is completely flat.

There are 11 regular sized wooden stairs with carpet inserts leading to the living room, kitchen and dining area. There is a single 90 degree right hand turn half way up the stairs, with a balcony along the right hand side (when ascending). There is a 3 seat sofa and a single seat sofa in the living area, both of which can be moved. There is also a low coffee table. There is a small wooden dining table with 3 dining chairs. The kitchen area is very spacious, with a dishwasher, fridge and freezer all at low-level. Upstairs is all pine boarded and completely flat.