

Lamb's Luxury Cabins Terms & Conditions

Thank you for choosing Lamb's Luxury Cabins at Burns Farm in Lake District.

Upon making a booking you are entering into an agreement with us, which is detailed in the Terms and Conditions below. Please read these carefully and contact us if you have any queries.

Check-in and check-out

Check-in is 16.00 on your day of arrival.

Please vacate your accommodation by 10.00 on your day of departure.

Tariffs & Deposits

The tariff quoted is for accommodation in a Luxury Cabin unit (referred to as 'accommodation'). Unless clearly stated on your booking confirmation, any extras will incur an additional cost.

We do not offer a refund for early departures.

Security Deposit Payment

This must be paid on arrival. Deposits will be refunded back into the card used after the accommodation has been checked over by one of our members of staff. Any damaged found will be deducted from the security deposit.

Damages & Repairs

Please respect the accommodation and our property. You are responsible and liable for any breakages, damages, or losses, which you cause to the accommodation or its contents, or any part of the accommodation. We reserve the right to charge for repair or making good if the damage, breakage, or loss is significant. Please report any incidents when they occur and ensure you tell us immediately if there are any problems with your accommodation so we can take steps to remedy them.

During your stay

Antisocial behaviour or actions which are likely to offend others will not be tolerated and we reserve the right to terminate your stay. No refunds will be made.

Only registered guests are allowed on the premises. We do not allow guests to invite visitors to the premises as this is out of compliance with the fire management protocol and insurance. In addition, inviting visitors to the property will have an impact on other guests.

Burns Farm is a working farm. Do not enter farm buildings or fields not signposted or climb on or over gates or fences. Do not approach livestock.

Behave in an appropriate, considerate, and safe manner to all people and animals on site.

No loud noise after 9pm or before 7am. No loud radios or amplified music at any time.

No smoking or use of electronic cigarettes inside the accommodation at any time. If you smoke outside, please smoke at least 3 metres away from the accommodation and outside furniture. Do not discard cigarette butts.

Fireworks and sky lanterns are strictly not allowed as they pose a risk of fire and are a danger to livestock.

Open fires are only allowed in the fire bowls and only in appropriate weather conditions, in particularly windy or dry periods the fire bowls will not be available. No naked flames or incense may be burnt inside or outside the accommodation.

Do not leave litter or food outside your accommodation.

We allowed BBQs in the BBQ provided...please do not place hot objects on the tables as it will cause permanent damage.

A starter pack of charcoal is provided for the BBQ.

A starter pack of firewood and kindling is provided for the fire pit, additional firewood or charcoal can be purchased from Ryan, please message reception. Please do use wood in the BBQ.

Be aware that some of the equipment provided, including the BBQ, BBQ starter kettle & fire-bowl may be dangerous if misused. Wear the gloves provided to prevent burning.

Each accommodation unit has a fire extinguishers and fire blanket in case of fire.

This is a small peaceful site, and we welcome couples. We regret we cannot accommodate children, parties, hen parties and stag parties etc.

At the end of your stay, you must ensure that:

Your accommodation is left in a tidy condition.

All rubbish is placed in the appropriate bins provided or left bagged up in the kitchen.

All kitchen equipment is properly washed up and put away.

If the accommodation is not left in an acceptable condition and extra cleaning is required, this will incur a charge.

Car Parking

Parking is available for guests next to their accommodation.

Dogs

Dogs must not be allowed onto the furniture inside or outside the accommodation.

Guests must pick up after their dog and dispose of dog poo bags in the refuge bins situated on the Tewet field near the entrance. Dogs must not be allowed to roam loosely around outside the accommodation or enter onto another guest's accommodation.

Dogs must never be left alone in the accommodation.

We have a warm shower dog wash area near the camping shower block if needed.

There are many walks to take your loyal friend on from the site. One of our favourite short walks is just opposite the site, we take Beau and Ted on this walk every morning and evening.

Dog Walk: At the main entrance, take a left, then take the next right. This will take you down between the farms and onto a quiet coach road towards the Tewet Tarn path. (Tewet Tarn is a small lake on Burns Farm)

At the end of the coach road, take a right, and you will see a footpath on your left, this will take you to the path to Tewet Tarn. OR continue along this road for a circular walk back to the campsite (it is roughly a mile circular walk) Or if your furry friend is feeling particularly energetic, take the path signposted to, Tewet Tarn, it is really worth seeing, trust us! You may also be lucky enough to bump into Kerry (max out in the Lake District) with his lovely and famous spaniels, this is also one of their favourite walks too!!!

Follow us on our Burns Farm Facebook page for some lovely dog walks from the site

Please see our full T&Cs if bringing a dog!

New Laundry room

We have onsite laundry facilities near the reception, which take £1 coins. Typical wash is £5

New Shop to open later for 2022

New onsite shop coming soon. We are upgrading Burns Farm to improve all our accommodation, fields, amenities and facilities and an onsite shop is one of the upgrades. We hope to have this up and running as soon. Keswick town is just 3 miles from the site. Threlkeld Village is just 1 mile away and it has 3 pubs, no shop.

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 contractors whilst acting in the course of their employment.

RECEPTION INFORMATION

Guide times for reception are 9am until 5pm. In the event of an emergency or to contact us outside these hours please message or call us on 07843866977 and this will come through immediately to our private phones. The site has 4G Wi-Fi

The site and farm are monitored by a 24-hour CCTV surveillance system. Cameras can be seen at all the entrances to the site and surrounding the buildings including the main entrance to the accommodation. This is for your added protection and to enable reception to monitor the comings and goings of the site.

Thank you for taking the time to read through our Terms and Conditions. If you have any questions about these terms and conditions, please do get in touch. We reserve the right to amend these terms and conditions at any time.

We are undergoing improvements during 2022/23 and there may be construction noise between the hours of 8am and 5 pm from time to time. Noise is kept to a minimum.

Lamb's Luxury Cabins Cancellation Policy

Once a booking is made, please check through everything immediately for any discrepancies. To maintain the best possible pricing and availability for our customers, we must enforce strict rules regarding refunds deposits are non-refundable.

Up to 30 days prior to arrival date. Full refund on fees less non-refundable deposit. In certain circumstances we may offer a credit to use against a future booking, please email to discuss options.

14 to 30 days prior to arrival date - Credit or date transfers, less non-refundable deposit, please email to discuss options.

Less than 14 days' notice = no refund, a credit to use during a low season date may be possible, please email to discuss options.

We do not offer refunds for early departures. We are not liable for expenses you incur or any refunds whatsoever in the event we are prevented from fulfilling your booking because of circumstances beyond our control. such circumstances shall include (but not be limited to) war, terrorism, riots or civil unrest, industrial action, flooding, natural disaster, pandemics, epidemics including any form of corona virus, health risks and other crisis situations ("force majeure"). we highly recommend that customers take out insurance against aborted holidays. during your stay.

Booking cancellations or amendments can only be accepted in accordance with the terms and conditions of burns farm caravan & campsite.

you may cancel a booking at any time, deposits are non-refundable. deposits are 30% of the total amount to pay. Additional number of nights- please contact reception to see if this is possible.

Cancellation by us. very occasionally, we may have to cancel your booking. if we must do so we will tell you as soon as possible and you can choose either to have a full refund, or accept any alternative arrangements offered to you (we'll give you a refund of the price difference if the alternative is less expensive than the one you booked). we will have no further liability to you for this*