Terms and Conditions V3/2026

We want to ensure that you enjoy your visit to The Estuary Riverside Chalets and that you will want to return for many years to come. We ask that you take time to read through these T&Cs before your stay.

Accessibility – Both chalets are accessible. Please see Accessibility Statement for full details.

Accommodation – The chalets sleep a maximum of 6 people, which must not be exceeded. All under 18's must be accompanied by an adult. Visitors are permitted but will be unable to stay overnight should the chalets already accommodate 6 guests.

Ball Games – Are not permitted in any area.

Behaviour – Abusive, disrupting or threatening behaviour on site will not be tolerated. Please be mindful of other guests and members of the public who enjoy the local area. Evidence of non compliance may lead to your holiday being cut short without any refund.

Breakages, Damage, Loss and Theft - Please treat the facilities and accommodation with due care so that other guests may continue to enjoy them. If you notice something is missing or damaged in your accommodation, please let us know immediately so that we can take the appropriate action. Please be careful with pens, as these can mark the leather. If there has been any damage or breakages during your stay, we would be grateful if you would kindly report them to us, if possible before check-out. A degree of wear and tear is inevitable, but should any significant damage or breakage occur during the period of your stay we reserve the right to charge for breakages, loss, theft or damage or for excessive cleaning requirements, where the chalet has been left in an unacceptable condition.

Cancellations – Please refer to your booking for details of our cancellation policy.

Your booking will not be cancelled by us except in exceptional circumstances beyond our control. Notifications will be given of the cancellation as soon as possible and we will promptly refund all payments made for your holiday. Our liability for cancellation will be limited to payments made to us.

Chalet Access – You will receive an email with access details.

Check in – The chalets are available from 3pm. This is to allow time for the chalets to be thoroughly cleaned before any guest arrival.

Check out – We ask that you vacate the chalets by 10am on the day of departure to ensure that the chalet is clean and ready for our next guests. Please lock the door and return the key to the key safe when you leave. Any key not returned, will require replacement and you may be asked to reimburse us with the cost of replacement. We would be grateful if you would empty the bins and dishwasher and to leave the oven clean.

Please leave towels by the washing machine. Please strip the beds and place the bedding in the blue laundry bags located in the master bed room wardrobe. Please use the red laundry bag for any bedding that requires pretreatment due to staining.

Crafting – When using craft materials, please ensure that the table, chairs and floor are protected. Please do not use any crafting items, including paints, pens and felt tips, in the bedrooms or wetrooms. Please do not stick any crafting/artwork to any walls or cupboards in the chalet.

Dogs – Please ensure that the settees are protected before allowing your dog on the sofa. Please do not allow the dogs on the beds or to dirty the bedding when stripping the beds.. This isn't hygienic and we struggle to remove pet stains such as dirty paws. Dogs much be kept on a lead when outside the chalet. Please bring your own pet bowls and blankets. Please refer to the canine policy for full details.

Electric Vehicle Charging Point – We are pleased to be able to offer our guests access to the Rolec Quantum EVCP. It has two 11KW sockets. It uses a type 2 connector. Please note that we don't use VendElectric any more, so please do not try to connect to the VendElectric information on the unit. Instead, we offer the unit on a plug and charge basis and we will invoice you for the units used. We will confirm the unit price prior to use. Please connect your car before connecting to the unit.

Field – Please do not access the field at any time. Please do not open any field gates or leave the gate open. Please do not feed the animals, cause them harm; physically or mentally.

Food – Please do not throw food out for birds or animals. If the food is left it could cause vermin. Please see food waste details.

Furniture – We understand that there will be times when you need to reconfigure the furniture. We kindly ask that no damage is caused to the furniture when moving it from room to room. Please let us know if you need any help. Before departure, please return the furniture to its original position in the chalet. Please do not take internal furniture outside. e.g. dining chairs

Handrails – As tempting as it may be, we ask that guests do not swing from the handrails.

Insurance - We recommend that all guests have their own insurance.

Litter – Please place your waste in the bins provided. Please pick up any litter that you may have dropped to ensure that the area remains tidy and safe for wildlife.

No Fire Policy - Being in a rural location, we have a no fire policy. Unfortunately, this includes disposable BBQs, candles, fireworks, sparklers or anything else that has a flame and can cause a fire. This includes inside the chalet, on the decking or in the communal surrounding areas.

No parties or events permitted - The maximum number of persons using the accommodation at any time must not exceed 6 persons. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.

No Smoking/E-cigarettes – Vaping or smoking anywhere inside the premises will result in immediate termination of occupancy and forfeiture of all payments. This must be strictly adhered to and any extra cleaning caused by smoking will be at the expense of you. Please do not throw cigarette ends onto the grass. Failure to comply will result in an immediate fine of £1,000, plus all costs associated with returning the property to the condition it was before the violation.

Oxygen – We do allow oxygen to be delivered to the chalets. We kindly ask that you are onsite to receive the oxygen. Please arrange collection on the day you depart as we do not have any suitable storage facility.

Parking – You are welcome to park outside Blackberry, providing you are not causing an obstruction. There is room for two cars outside Blackberry. There are four parking spaces to the South of Bramble where you will also find the EVCP. You may park outside Bramble, but we again ask that this does not cause an obstruction.

Placemats – Please do not use the placemats as a chopping board.

Power Cut – In the case of a power cut, first please contact us. There are emergency torches in the kitchen which will automatically come on in the event of a power cut.

Security - Please close all windows, either fully or to the first catch and lock all doors before leaving the chalet. You are responsible for protecting your personal belongings and for protecting the chalets from theft.

CCTV cameras are located on chalet 1. The cameras will not impact on your privacy and are also for your protection. The cameras point away from the chalets.

Smoking Outside – Whilst we do allow smoking on the decking, we kindly ask that you use an ashtray and do not flick the ash on the decking. The decking is composite and will sustain burn marks. Please do not throw your cigarette end into the grass. Please dispose of the cigarette/cigar or similar in the black wall mounted ashtray located outside each chalet.

Stop The Block – You may have heard of Stop the Block. Utility companies are encouraging us to be mindful of what we flush down the loo. As much as we live in a 'disposable age', it's vital that we think before we flush. The Estuary Riverside Chalets operates using a Package Treatment Plant. Should our treatment plant become blocked, we don't have the luxury of being able to pass this problem onto the Utility company. It will be our problem and could cause a holiday to be cancelled. No Package Treatment Plant = no holiday.

So what are we asking of our guests? It may take a little getting used to, but please bear in mind the three Ps rule: pee, poo and (toilet) paper, only. Help us to Stop the block! We have provided bins for items such as cotton buds, face wipes, wet wipes, dental floss, nappies and sanitary items.

Please see link to United Utilities website here

Towels and Bedding – We provide six bath towels and handtowels. All bedding is included with a soft and medium pillow to each bed. We have two duvets – 10 tog and 4 tog. Should you find that you are too hot or too cold and would like the duvet changing, please contact us. Bedding is included in your booking. Additional pillows can be found in the wardrobe.

The Small Print

Bookings cannot be accepted from persons under eighteen years of age. We reserve the right to refuse a booking without giving any reason.

We reserve the right to enter the property at any time to undertake essential maintenance or for inspection purposes.

We would be grateful if you would switch off any lights that are not in use.

Please do not remove the towels from the chalets or use them to dry the garden furniture.

We shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the chalets or grounds.

No compensation will be given for any temporary outage of electricity, gas, water, internet connection or TV service.

We do not accept liability for the loss of any personal belongings or valuables belonging to our guests.

All inventory must remain in the property and not be taken to another property.

Guests are responsible for the safety and security of their children at all times. Never leave children without adult supervision.

We reserve the right to terminate a holiday without compensation where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of others.

The chalets are privately owned and we expect all guests to enjoy the facilities and treat the chalets with the same respect that they would their own home.

We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.

We reserve the right to decline bookings which we believe to be unsuitable.

Failure to comply with our terms and conditions could lead to forfeiture of your breakage deposit.

Please don’t hesitate to contact us with any questions or requests.