

# Access Statement

## INTRODUCTION

Dartmoor View Lodges at South Trew are ideal for those who want a truly memorable self-catering holiday, with glorious views and the village pub only a 10 minute walk away.

Whilst we strive to cater for the needs of all visitors, the lodges are off the beaten track as far as public transport is concerned. A car is a must!

The site is level, however, anyone with limited mobility should note that there are wide steps up to the lodges, the living accommodation is level and, therefore, easy to cope with.

The nearest bus stop is Hatherleigh, 4 miles distant, although once or twice a week a bus passes through Highampton!

We have three lodges, located at the top of a south facing hill but with a flat approach from the north.

## ON ARRIVAL:

The approach to Dartmoor View Lodges is into a tarmac private road, signposted 'SOUTH TREW', past a small paddock and some caravans, go through the open 5 bar gate – signs either side of the gateway say 'Dartmoor View Lodges'.

First port of call is at the bungalow to complete your registration form, then we will take you to your lodge. All other roadways are stone/shingle.

There is a separate driveway from the lodge to the end of the main drive, this is the roadway you will use to go in and out during your stay. Parking is alongside, where there is ample room for at least 2 vehicles.

Facilities will be explained and there is a comprehensive information file in your lodge giving you details about supermarkets, banks, markets, places of interest, pubs and restaurants etc.

The area around the lodges is open plan, there is also a picnic bench at the front of your lodge for your use.

All three of our lodges are single level although they do have steps to access them. All of the access steps are at least 102cm/ 40ins wide. Bluebells has 3 wide steps up, a total height of 660mm/26ins. Buttercups has three wide steps up a total height of 530mm/21ins. Brambles has 4 wide steps up a total height of 700mm/27½ ins. These steps lead onto the veranda which is approximately 7m long by 1470cm wide ( 23' long x 58ins wide) ; the front door is 890mm/35 inches wide.

The overall area of the lodges is approx 100 sq m or 900 sq feet

Each lodge sleeps up to 4 people in 2 bedrooms, one double and one twin.

Each lodge has a standard shower cubicle with small step over the shower tray.

The lodges were constructed in 2006 from 8" pine logs from sustainable forests. The pine logs form both the inner and outer wall. The inner walls are treated with a flame retardant preserver.

Maintenance and upgrading is constant.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01409 231390 or email 'dartmoorviewlodges@gmail.com'.

### PRE-ARRIVAL

It is not practical to book a holiday here if you do not have your own transport - whether that be a vehicle, motor bike or cycle.

The nearest bus stop is 4 miles away in Hatherleigh or Halwill - from where you can travel by bus into Exeter or Barnstaple, but the service is very limited. The nearest railway station is 30 miles away in Exeter.

From the lodges there is a private roadway leading to the main road (A3072). There is no footpath on the main road to the village. There is, however, access to the village by walking or cycling along the Ruby Way, onto which we have direct access through our fields or via the neighbouring property.

### KEY COLLECTION, WELCOME AND CAR PARKING

We will be here to welcome you on your arrival and show you around your lodge. Parking is available for 2 cars alongside, the access road is one of gravel and is gated. The gate will be open for the duration of your stay. The area around the accommodation is well lit at night by motion sensor lights.

### ENTRANCE TO PROPERTY

There are 3 or 4 steps up to the veranda, the front door leads straight into the open plan living area.

There is a doormat with a heavy rubber backing. The floors right through are wood.

### SITTING AREA/LOUNGE

The sitting room/lounge is situated on the same level as the veranda with level entry.

The rooms have a mixture of seating with sofas and soft chairs with non-feather cushions as well as some high chairs with arms, together with a low coffee table. Furniture can be moved. There is a widescreen digital television with remote control, freeview, subtitles, a DVD player and radio stations.

Lighting is natural daylight and at night there are various overhead lights and table lamps. Switches for all overhead lighting are on pull cords. There is a short pile carpet/rug in the living area.

The covered patio is accessed through double opening doors from the lounge.

There are patio sets consisting of a table, 2 chairs with arms and a double bench with arms, made of wood with iron ends/backs. The patio is undercover and the floor is wood. Lighting is daylight with external lamps for evenings.

## DINING AREA

The dining room is situated on the same level as the lounge area and kitchen area.

The dining table (moveable) has legs on each corner, and is 660mm/26ins from floor to lowest point of table (underspace) and is 740mm/29ins high at the table top. There is free space around the table.

Chairs (all moveable) – 4 standard chairs with padded seats.

Lighting is natural daylight with overhead lighting and table lamps around the room.

## KITCHEN

The kitchen is adjacent to the dining area and is level. There is a standard electric oven with 4 solid ‘rings’ and a grill inside the oven. The door of the oven drops down and the handle is 710mm/28ins above the floor. The hob is 920mm/36ins above the floor.

There is an extractor fan which is operated by a pull switch. Worktops and sink are 920mm/36ins above the floor. Fridge and separate freezer - both ‘under counter’ models.

Glasses and crockery can be moved from wall cupboards to lower cupboards, if required, please request this when booking. There’s a large range of cutlery and utensils and cordless kettle.

The kitchen is evenly lit with halogen spotlights above work surfaces.

Flooring is wood with small moveable mats in front of the sink and cooker.

The fire extinguisher is situated under the sink, there are specific instructions in the information folder of what to do in an emergency.

## Bedrooms and Sleeping Areas

There is 1 bedroom with a double bed, and 1 room with twin beds, The doors to the bedrooms are 710mm/28ins wide. The height of all beds from the top of the mattress to the floor is 560mm/22ins. Lighting is natural daylight and at night overhead lighting with a pull switch over the bed.

Bedside lamps are also in each room. All bedrooms offer good quality mattresses which have protectors and under-sheets which are laundered after every use. A hair dryer is provided in each lodge.

#### Shower-rooms and Toilets

Standard shower cubicle with small step over the shower tray on entry.

Shower cubicle is 30" quadrant (760mmx760mm) - Door opening 710mm/28ins .

Standard toilet 400mm/15.7ins high. Wash basin 820mm/32.5ins high.

Well lit with overhead lights and a fluorescent light over mirror.

Shaver socket and light. Extractor fan operated on light switch with 3 minute over-run.

#### LAUNDRY

There is a laundry facility located in a purpose built room at the end of the stable block, accessed by two steps. The door opening is 790mm/31ins wide.

There is an automatic washing machine which will take up to a 9Kg load and dryer. Both are front loading.

There is a small additional charge for using the laundry service. The room is lit by a fluorescent light,

flooring is concrete

#### GARDEN

The gardens around the lodges are open plan. There is a grassed area to the front, side and rear, with the gravelled car parking area to the right and immediately outside of the veranda and entrance.

Each lodge has its own picnic table, which is sited at the front of the gravelled parking area. You are welcome to move it around as you desire.

Each lodge/garden area is approximately 200 sq m. There are few young trees around and various shrubs and plants in the borders around the lodges. There is an additional area to the east of all of the Lodges which can be used for playing, the table-tennis table and swing-ball are located here.

#### Additional Information

Dogs are welcome in Brambles and Buttercups. Bluebells is retained as a non-pet zone.

You should bear in mind that the lodges are authentic and therefore there is an abundance of wood of similar colour.

The mobile phone reception is usually quite good, but does depend on your network. Complimentary 'superfast' WiFi is available throughout.

The nearest General Hospital with an A&E unit and walk in NHS is in Exeter and the nearest Doctor's surgery is 1 mile away in Black Torrington. Further information is in the welcome folder.

In the event of an emergency, The Air Ambulance covers this area. Dial 999.

**CONTACT INFORMATION:**

Dartmoor View Lodges

South Trew Stables

Highampton, Devon

EX21 5JG

**Telephone:** 01409 231390

**Email:** [dartmoorviewlodges@gmail.com](mailto:dartmoorviewlodges@gmail.com)

**Website:** [www.devon-lodge-holidays.com](http://www.devon-lodge-holidays.com)

**Hours Of Operation:** Open year round

# Terms of Business

## DARTMOOR VIEW LODGES

### TERMS & CONDITIONS OF HOLIDAY RENTAL

### HOLIDAY RENTAL CONTRACT

Please read the terms and conditions of the rental contract before booking and sending your deposit.

You are entering into a binding contract with the Owner of the holiday property.

By sending your deposit you are legally accepting the Terms & Conditions of rental below.

Upon the Property Owner issuing confirmation of the holiday to the Holidaymaker, a legally binding contract shall exist between the Holidaymaker & the Property Owner subject to the following booking conditions.

**Owners:** the legal Owners or other persons for the time being entitled to the Property or its rental income.

**Customer (Holidaymaker):** the person reserving the Property for the Period.

**Property:** the property specified in the Confirmation letter.

**Period:** the period of time specified in the Confirmation letter for which the Customer is to occupy the Property for holiday purposes.

The Contract is formed on receipt of a deposit. Payment by cheque is deemed received on clearance of such cheque.

Provisional bookings will not be kept unless the deposit is received within 8 working days of such provisional bookings.

**Payment:** The deposit will be £100.00 per week/part week per Lodge.

In all of the cases, payment of the outstanding balance due under the booking, allowing for the deposit paid, must be made not less than 6 weeks before the starting date of the holiday period.

The Owners are not under any obligation to issue reminders for such balances due. An invoice indicating all costs and balance due will be sent out to the Customer.

Non payment of the balance entitles the owners to treat the reservation as cancelled by the Customer.

Where the Owner has not received the balance by the due date, an overdue reminder letter may be issued to the Holidaymaker (Customer) by mail or e-mail.

£50 security administration fee is required prior to commencement of holiday – fee refundable within 3 days of departure if no damage to property or contents is incurred.

Guests are requested to leave the accommodation in the clean and tidy state it was found on arrival. Any additional cleaning may be charged.

**Cancellation & Forfeiture:** If the Customer cancels a reservation of the property for the period the deposit paid will be forfeited.

The Owners will attempt to re-let the property for the period but no guarantee can be or is given as to the result. If the property is not re-let for the period the full cost of the holiday specified in the booking form shall be due and payable by the Customer including any balance unpaid by the Customer at the date of cancellation.

If the property is re-let for the Period the Customer shall be liable to pay the deposit and the costs and expenses of the Owners in re-letting; any sum paid by Customer to the Owners in excess of such deposit costs and expenses shall be refundable to the customer without interest.

**During the period:** the Customer shall not allow the property to be occupied by more persons (and where appropriate animals) than the maximum specified for the property on the booking form.

Pets are welcome in Brambles and Buttercups lodges by prior arrangement.

This is limited to two dogs which are charged at a rate of £5.00 per dog per night.

Pets must not be left unattended at any time and Owners must clean up after exercising their pets.

Pet owners are asked to provide any water and food bowls utensils for serving food to their pets and their pets own bedding and not use any of the items in the Lodge for their pets. Pets must be kept under control at all times and must not be allowed to run around the premises. Pets must not be allowed to climb on the furniture or beds. No pets are allowed in Bluebells.

The Owners or their agents shall have the right to enter the property at all reasonable times during the day (save in the case of emergency) for the purposes of inspection and repair of the property and its equipment, fittings and contents.

The Customer shall occupy the property for holiday purposes and no other.

**Customer obligations:**

1. To pay for any losses or damage to the property, however caused (reasonable wear and tear excluded).
2. To keep the property and all furniture, fittings and effects, in or on the property, in the same state of repair and condition as at the commencement of the Period, and to leave the property in the same state of cleanliness and general order in which it was found.

The Owner will be entitled to make an additional charge to the Customer if extra cleaning is made necessary as a result of the property being left in a dirty condition upon the Customer's departure.

**Departure:** The property shall be vacated by no later than 10.00am on the last day of the period. The Customer shall be liable for any loss, claim, cost or expense arising from any failure on the part of the Customer to vacate the property in accordance with this condition.

**Discrepancies:** whilst the Owners take all reasonable steps to ensure the accuracy of the advertising material/website produced in relation to the property its facilities and surroundings, no liability for errors or omissions is accepted.

Distances and dimensions are approximate. Facilities may alter or be withdrawn.

No liability shall attach to the Owners for the consequences of the acts or omissions of persons or events outside their influences or control. In the event of any discrepancies between these booking conditions and the contents of the advertising material/website these booking conditions shall prevail.

**Complaints:** To enable any complaint to be investigated and an action considered, complaints must be taken up with the Owners immediately.

If the Customer vacates the property prematurely as a result of any alleged dissatisfaction, or makes any claim upon return home from the property, and has not followed this procedure, then no liability for any subsequent claim will be accepted or correspondence entered into.

All complaints made during the Period must be confirmed in writing to the Owners, within 10 days of the last day of the period.

**Alterations:** A Customer wishing to alter a booking after the contract is formed will be charged a £35 administration fee, however, if it is not possible to re-book the customer shall forfeit the deposit paid. On booking and any alteration shall be treated as a new booking and contract.

If for reasons beyond the control of the Owners the property is not available for the Period the Owners will endeavour to offer alternative accommodation of a similar type and standard and at the same cost as that originally requested by the Customer.



If the alternative accommodation is not acceptable to the Customer, or no alternative accommodation can be offered, the Owner will refund in full all monies paid and be under no other liability.

**Amenities:** The use of amenities where offered are entirely at the User's risk and the Owners will not accept responsibility for loss or damage to the Customer's belongings, personal injury or loss of life.

Availability and opening times of amenities cannot be guaranteed.

Holiday & Personal Insurances : You are strongly advised to take out holiday insurance to cover any eventualities that may result in you having to cancel your holiday.

We strongly suggest that you take out your own holiday insurance to cover any losses, accidents, damage, injury, expense or inconvenience whether to person or property which may arise out of or in connection with the holiday period.

**WiFi:**

We are delighted to offer free wireless access to the internet/world wide web as part of the package of benefits available to our guests, subject to the following provisions: (i) No web access or Peer to Peer file transfers of any kind will be made to or from any illegal or distasteful web sites, or other accessible locations/portals/file depositories via the services provided at Dartmoor View Lodges. (ii) That you fully support the aims and procedures of such bodies as Child Exploitation & Online Protection Centre (CEOP) and Internet Watch Foundation (IWF). (iii) That the use of the Internet and related facilities on site will not be used in any way for participation in any kind of illegal, distasteful or otherwise disreputable activity such as (but in no way exclusively) grooming, chat room/web cam activity, hacking, cyber bullying, fraud, financial scamming, identity theft, internet stalking, phishing, accessing any suicide/terrorism/violence/wildlife crime web sites. (iv) No attempt will be made to introduce or in any way develop or send any malicious software, viruses, trojan horses, worms, spam email or any malware whatsoever of any kind, by using the services at Dartmoor View Lodges. (v) That no activities of any kind will be made in contravention to the Computers Misuse Act 1990, the Obscene Publications Acts 1959 & 1964 or the Criminal Justice & Immigration Act 2008 (vi) That any downloads made from legal sites will be fully paid for where appropriate by you the user to the supplier at that time. (vii) That should the relevant authorities in this or other countries require your contact details in conjunction with downloaded files or behaviour related to your use of the internet at Dartmoor View Lodges, that we will and can provide those with your assumed permissions, without contravention of the UK Data Protection Act, or the EU Human Rights Act 1998.

**Jurisdiction:** These terms and conditions shall be read and construed in accordance with the law of England and Wales and the parties hereby submit to such jurisdiction.

This list is not exhaustive (E&OE).