

Holding Deposit Requirement

A holding deposit of £100 is required and taken on arrival. This deposit is held as security against damages or breach of your booking agreement.

Before You Book

Please read the following carefully before confirming your reservation:

Deposit Amount:

- A holding deposit of £100 will be taken and held until the end of your stay.

Purpose of the Holding Deposit:

- This deposit is intended to cover any costs we fairly incur because of damage caused to the pod/accommodation beyond normal wear and tear.

Damages or Additional Charges:

- If there are damages, extra cleaning or rule breaches (e.g. smoking in a pod), we may retain part or all of the deposit to cover those costs, up to the amount of the deposit. If this damage exceeds £100, we will withdraw the additional amount via the details provided at check-in. Please see our damage cost list:

Refund of Deposit:

- Deposits will be refunded within 48 hours after departure once any checks are complete. Please allow up to 10 working days for the funds to be returned into your bank.
- Refunds are issued via phone call. Please ensure we have the correct contact number for you.

Refusal of Holding Deposit Payment

- If on arrival you refuse to pay the £100 holding deposit amount, you will NOT be given access to the accommodation. You will subsequently lose your booking with NO refund.

Consumer Rights Notice:

- By confirming your booking and paying your deposit, you agree to these terms and acknowledge that they are fair and transparent. These terms are part of your booking contract with us and comply with applicable consumer protection law.

If you have any questions or need clarification before booking, please contact us on 01554 750100 or info@gatewayresort.co.uk.

Accommodation Damage Costs

To maintain the quality and safety of our accommodation, the following charges will apply for any damages or loss of property. Please take care of all items provided during your stay

Item	Damage / Replacement
Lost Room Key	£10.00
Additional Cleaning Fee	From £25.00
Broken Bed	From £20-£300
Damaged Bedding / Linen	From £25.00
Damaged/ Stained Mattress	Double £250.00 / Single £180.00
Stained or Teared Flooring	From £80.00
Internal Broken / Damaged Door	From £50-£215
External Broken / Damaged Door	From £50 - £1000
Broken Window	From £150.00
Damaged Curtains / pole	£30.00
Marked or Damaged Wall	From £25.00
Damaged Desk or Table	From £30.00
Broken Light Fixture	£40.00
Smoke Detector Tampering	From £50.00
Lost Crockery	From £5.00
Lost / Damaged Kettle	£20.00
Damaged / Broken Fridge/ Freezer	From £120.00
Broken Toilet Seat	£35.00
Broken / Damaged Toilet	From £250.00
Water Damage	From £50.00
Damaged Mirror	£10.00
Missing Bath Mat	£10.00
Broken Radiator	£30.00
Broken / Damaged Picnic Bench	£150.00
Parasol Broken / Damaged	£30.00

Accommodation Damage Costs

Item	Damage / Replacement
Broken Shower Unit / Head	From £50.00- £200.00
Broken Shower Glass	From £250.00
Damaged Sofa	From £200.00
Broken / Damaged Oven	From £300.00
Damaged / Lost Stools	From £50.00
Damaged Taps	From £50.00
Broken / Lost Iron / Ironing Board	From £30.00
Broken TV	From £250.00
Lost TV Remote	From £20.00
Damaged Sink	From £60.00
Broken cupboard / Unit	From £50.00
Damaged Decking	From £50.00
Broken Microwave	From £40.00

⚠ Please Note:

- Charges will be deducted from your deposit.
- All rooms are inspected within 48 hours of check-out.
- Prices may vary depending on the severity of the damage.

Thank you for respecting the property and helping us provide a clean and safe living space for all. If you have any questions, please contact our Reception Team on 01554 750100