

# 2012 Lundy transport timetable

Transport to Lundy by ship (*MS Oldenburg*) or by helicopter must be purchased in addition to your accommodation.

Bookings can be made by contacting the Landmark Booking Office on 01628 825925 or by contacting the Lundy Shore Office on 01271 863636.

## Transport by helicopter

Flights commence on **20 January 2012 to 23 March 2012** and **29 October 2012 to 2 January 2013**. Adult return £102.00. Children aged 2 – 15 £53.50. Infants under 2 £10.50.

January	Depart Hartland Point	Arrive Hartland Point
20 Fri	1100	1400
23 Mon	1100	1400
27 Fri	1100	1400
30 Mon	1100	1400

### February

3 Fri	1100	1400
6 Mon	1100	1400
10 Fri	1100	1400
13 Mon	1100	1400
17 Fri	1100	1400
20 Mon	1100	1400
24 Fri	1100	1400
27 Mon	1100	1400

### March

2 Fri	1100	1400
5 Mon	1100	1400
9 Fri	1100	1400
12 Mon	1100	1400
16 Fri	1100	1400
19 Mon	1100	1400
23 Fri	1100	1400

### October

29 Mon	1100	1400
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### November

2 Fri	1100	1400
5 Mon	1100	1400
9 Fri	1100	1400
12 Mon	1100	1400
16 Fri	1100	1400
19 Mon	1100	1400
23 Fri	1100	1400
26 Mon	1100	1400
30 Fri	1100	1400

### December

3 Mon	1100	1400
7 Fri	1100	1400
10 Mon	1100	1400
14 Fri	1100	1400
17 Mon	1100	1400
22 Sat	1100	1400
29 Sat	1100	1400

### January 2013

2 Wed		1400
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## Cancelled sailings

Like any other sea journey, the crossing to Lundy is subject to sea and weather conditions and sometimes we are unable to sail to or from the island on the planned day. If this happens we will arrange for a local helicopter operator to take you to or from the island at a subsidised price of £27 for adults and children under 16, and £5 for infants under 2, provided that flying conditions and helicopter availability allow it, and that you have paid for a passage on the *MS Oldenburg*.

## Transport by MS Oldenburg

Sailings commence on **27 March 2012 to 26 October 2012**. Adult return £60.00. Children aged 4 – 15 £29.50. Infants under 4 £10.50. Please note that some sailings do not return to the same port from which they departed. We will arrange transport back to your departure port on request.

March	Depart Bideford	Depart Ilfracombe	Arrive Ilfracombe	Arrive Bideford
27 Tue	0830			1930
29 Thu	0930		1800	
31 Sat		1000	1800	

### April

3 Tue		1000	1800	
5 Thu		1000	1800	
7 Sat		1000		1800
10 Tue	0830			1930
12 Thu	0930		1800	
14 Sat		1000	1800	
17 Tue		1000	1800	
19 Thu		1000	1800	
21 Sat		1000		1800
24 Tue	0815			1830
26 Thu	0900			2000
28 Sat	1000		1800	

### May

1 Tue		1000	1830	
3 Thu		1000	1830	
5 Sat		1000	1830	
7 Mon		1000	1830	
9 Wed	0830			1930
12 Sat	1000		1830	
15 Tue		1000	1830	
17 Thu		1000	1830	
19 Sat		1000	1830	
22 Tue		1000		1830
24 Thu	0830			1900
26 Sat	0900			2015
29 Tue		1000	1830	
31 Thu		1000	1830	

### June

2 Sat		1000	1830	
5 Tue		1000	1830	
7 Thu	0830			1930
9 Sat	0900		1830	
12 Tue		1000	1830	
14 Thu		1000	1830	
16 Sat		1000	1830	
19 Tue		1000	1830	
21 Thu		1000		1830
23 Sat	0830			1930
26 Tue	0930		1830	
28 Thu		1000	1830	
30 Sat		1000	1830	

### July

3 Tue		1000	1830	
4 Wed		1000	1830	
5 Thu	0730			1830
7 Sat	0900			2000
10 Tue		1000	1830	
11 Wed		1000	1830	
12 Thu		1000	1830	
14 Sat		1500	1400	

July	Depart Bideford	Depart Ilfracombe	Arrive Ilfracombe	Arrive Bideford
17 Tue		1000	1830	
18 Wed		1000	1830	
19 Thu		1000		1830
21 Sat		1500	1400	
24 Tue	0900			1830
25 Wed	0900		1830	
26 Thu		1000	1830	
28 Sat		1500	1400	
31 Tue		1000	1830	

### August

1 Wed		1000	1830	
2 Thu		1000		1830
4 Sat		1500	1400	
7 Tue	0900			2030
8 Wed	1000		1830	
9 Thu		1000	1830	
11 Sat		1500	1400	
14 Tue		1000	1830	
15 Wed		1000	1830	
16 Thu		1000	1830	
18 Sat		1500	1400	
21 Tue	0830			1930
22 Wed	0900			2000
23 Thu	0900		1830	
25 Sat		1500	1400	
28 Tue		1000	1830	
29 Wed		1000	1830	
30 Thu		1000	1830	

### September

1 Sat		1000		1830
4 Tue	0830			1930
6 Thu	0900			2000
8 Sat	0930		1800	
11 Tue		1000	1800	
13 Thu		1000	1800	
15 Sat		1000		1800
18 Tue	0800			1830
20 Thu	0900			2000
22 Sat	1000		1800	
25 Tue		1000	1800	
27 Thu		1000	1800	
29 Sat		1000	1800	

### October

2 Tue		1000		1800
4 Thu	0830			1900
6 Sat	0900		1800	
9 Tue		1000	1800	
11 Thu		1000	1800	
13 Sat		1000	1800	
16 Tue		1000		1800
18 Thu	0800			1900
20 Sat	0900			2030
23 Tue		1000	1800	
26 Fri		1000	1800	

# Booking Conditions

## General

- 1 Your booking must be for holiday purposes only. The property must not be used for gatherings, such as weddings or parties (except on Lundy, by prior written permission) or for business purposes (except by prior special arrangement). Please note also condition 3.**
- 2 The property will not be available before 4pm on the first day of your booking and you must leave before 10am on your last day.**
- 3 Excluding babies in cots, the number of people occupying the property and its grounds must not exceed the number shown in the Price List and on the Landmark Trust website. Except on Lundy, you may invite an additional two guests to visit you during your stay, however they must not stay overnight. This is very important because our properties are prepared, furnished and equipped for the number of people specified and greater numbers cause damage and excessive wear and tear to vulnerable buildings. It is for this reason that we reserve the right to make a charge per person per day (whether or not they stay overnight) for each guest over the permitted limit, the charge being pro-rated on the total cost of your booking.**
- 4 You may bring up to two dogs to properties where dogs are allowed (except on Lundy where dogs are not permitted except assistance dogs). They must be kept off the furniture and under proper control. No other pets are permitted.**
- 5 No fireworks, Chinese or sky lanterns (or other lights or illuminations which have naked flames) shall be let off from the property (including any garden or grounds).**
- 6 Whilst the information in our Handbook, Price List and website is correct at the time of publishing, we reserve the right to change any of the prices, services, or other particulars contained in published information at any time before we enter into a contract with you.**

## Contract and warranties

- 7 Once we have accepted your booking and payment, a contract has been entered into, which includes these conditions, and those set out in the documents 'Staying in Landmarks' and 'Staying on Lundy', as appropriate, and such contract is governed by English law. Payment of all required amounts when they are due is of the essence of the contract.
- 8 When you make a booking you warrant that you are over 18 years old and accept full responsibility for all persons who will use the property during the period booked and you have read all the Terms & Conditions.
- 9 In the case of buildings we let on behalf of others (The Roslin and Hampton Court properties, Wolveton Gatehouse, Gargunock House, Hole Cottage, Oxenford Gatehouse, Sant'Antonio and Le Moulin de la Tuilerie properties) your contract is with the owner, for whom we act as agent, and is otherwise upon these Terms & Conditions.

## Bookings

- 10 Reservation requests received by email from the Landmark Trust website will be held for four days. If we are unable to contact you by telephone and take payment within four days of receiving your reservation request, your reservation will lapse. Provisional bookings made by telephone will remain firm provided we receive the amount due within the period agreed at the time of booking (usually four days).
- 11 If your stay starts within three months of the date you make your booking, you are required to pay the total price at the time of booking.
- 12 If your stay starts more than three months from the date you make the booking, you are required to pay a deposit of one third of the cost of your stay (or £100 per booking, if greater) at the time of booking.
- 13 Camping on Lundy must be paid for in full at the time of booking. Under 18s must be accompanied on the campsite by a responsible adult.

## Privacy policy

We promise that any information you give us will only be used for the purposes of the Landmark Trust. If you wish to opt out of particular types of mailing in the future please call us on 01628 825920, write to us or send an email to [dataprotection@landmarktrust.org.uk](mailto:dataprotection@landmarktrust.org.uk), giving your full name and postcode.

**To view our full Privacy Policy please see our website at [www.landmarktrust.org.uk](http://www.landmarktrust.org.uk).**

- 14 If prices have not yet been fixed for the period booked, then the deposit is one third (or £100 per booking, if greater) of the current price for an equivalent period (not necessarily the same dates). Please note the deposit secures only the booking and not the price. In some cases prices may change considerably. The price will not alter if you pay in full at the time of booking (we may make specific exceptions to this).
- 15 Bookings must be for our normal booking periods and will not be for fewer than three days (two days on Lundy) or for more than three weeks. In the case of bookings for more than one week, we provide linen and towels but no cleaning for each successive week, but will only remake beds with the new linen if you ask for this one month before your holiday.
- 16 If you pay a deposit, the balance must be received at least three months before the beginning of the period booked. We do not undertake to remind you and if we do not receive the balance when due, we shall, with regret, cancel your booking and you will lose your deposit.

## Payments

- 17 We accept Maestro (issued in the UK), Visa, MasterCard, direct transfer and sterling cheques drawn on a UK bank. Cheques should be made payable to the Landmark Trust except for Lundy stays and boat/helicopter tickets which should be payable to The Lundy Company Ltd. All payments must be in sterling. Only one voucher issued with a Handbook can be used as part payment for any booking.

## Loss or damage

- 18 When you book, you agree to indemnify us against all loss and damage arising (including more than normally and reasonably anticipated amounts of cleaning) directly or indirectly to the property and its contents from any deliberate or negligent act or omission by yourself, or any person or animal accompanying you, and, without limitation of the foregoing to pay us forthwith upon written demand our costs in making good any such loss and damage and cleaning. Where we have to make a claim the amount involved will reflect the cost of making good damage to historic and architecturally important buildings and furniture. The cost may include work by specialist craftsmen.

## Problems during your stay

- 19 If you have any issues concerning the property during your stay you should notify the Regional Property Manager (whose name and telephone number appears in the information sent with the confirmation of your booking and in the Information and Advice folder) as soon as possible. The Landmark Trust will not normally make any refunds in respect of complaints made after the customer's departure from the property if the customer did not make the complaint or problem known to the local contact during the stay. In considering any complaint we will take into account whether we have been given the opportunity to investigate it and the chance to put matters right.

## Cancellation

- 20 If you cancel a booking for any reason, you must notify us in writing by email, fax or by post only.

The following cancellation charges will apply:

**More than 90 days before start date:** Your deposit  
**89 to 60 days before start date:** 50% of the total rental  
**59 to 30 days before start date:** 75% of the total rental  
**29 days or less to start date** or early departure: 100% of total rental

For camping bookings there will be no refund for bookings worth £60 or less. For camping bookings worth over £60 the above charges apply. In addition, you will be responsible for any travel costs incurred by you in relation to the booking. We do not operate a

cancellation insurance scheme and strongly recommend that you ensure that you have your own appropriate cover. We will charge a fee of £60 to reinstate any cancelled booking.

- 21 We can in some cases transfer bookings to a new date or building (but in the case of buildings we let for others, as set out in condition 9, we can only transfer the date) for a charge of £60 for each property booked, plus any additional rent, at the rate set in the current Price List or on the Landmark Trust website, provided this is requested no fewer than three months before the start of the holiday. If there is a surplus we will hold that against a future booking and will not refund it.
- 22 We may cancel a booking at any time before the date on which it begins. We would expect to do this only for essential building work or for some other reason unforeseen by us at the time your booking was accepted. In this unlikely event we shall refund in full all money received by us for the booking, but will not have any liability beyond this, and, without limitation of the foregoing, we will not have any liability for travel costs incurred by you in relation to the booking.
- 23 We accept no liability for any works or activity of any sort occurring on any premises adjoining or neighbouring our property, nor shall we be responsible for making any enquiries about the likelihood of, or providing any information to you about, any such works or activity.

## Access

- 24 Anyone with our authority may have access during your stay. This is unlikely to happen, but if it does, we will give you as much warning as we can. There will be no need for you to stay in, since our Housekeeper can accompany the visitor.

## Lundy

- 25 If we cannot transport you to Lundy either by boat or helicopter at the beginning of your stay, and you have bought from us either a boat or helicopter ticket we will refund the rent you have paid for each night until you reach the island. If we cannot transport you from Lundy at the end of your stay and you have bought from us a boat or helicopter ticket we will cover the cost of each extra night's accommodation on Lundy. If we offer you a sailing or helicopter flight to or from Lundy but you refuse it, we reserve the right to change your accommodation and/or to charge for it. No refunds of boat or helicopter tickets will be made to those arriving late for a sailing or flight. We will however make a refund or offer a transfer of boat tickets for those who give us at least 48 hours prior notice of cancellation or alteration of their booking of accommodation on Lundy. Cancellation terms for Lundy accommodation are as set out in clause 20.

## VAT

- 26 Our prices include VAT where appropriate. If VAT rates change, we reserve the right to amend our prices accordingly.

## Limitation of Liability

- 27 Our liability to you and those accompanying you at the property is strictly limited to direct loss up to the amount paid by you on booking but this does not apply to our liability for:
  - a) death or personal injury caused by our negligence;
  - b) fraud or fraudulent misrepresentation on our part;
  - c) anything else for which liability may not at law be excluded.

We shall not be liable to you at all for any indirect or consequential loss, whether caused by negligence, breach of contract or otherwise. We are also not liable to you for any noise or disturbance from neighbours or other activities outside the property (including agricultural and street noise).

- 28 We reserve the right to terminate a booking at any time if these conditions are not met in full.