

## Horspool Retreat Accommodation

### Booking Terms and Conditions

**These Booking Terms & Conditions are made by:**

**Horspool Retreat Horspool Farm, Gibsmere, Nottingham, NG14 7FS**

**And Apply to the Lead Name of the Guest on the Booking Contract**

**You have booked as Self Catering Accommodation. You have not paid for any additional services (Venue Hire) from ourselves other than arrival and departure for key collection and general questions in regards to the appliances. A guests book detailing general queries is therefore provided along with an FAQ on our website.**

Please read your Booking Terms & Conditions with us carefully. None of the contents in these Booking Conditions affects your normal statutory rights.

#### **Booking Contract**

**All Booking Contracts MUST be returned within 14 days.** If we have to remind you more than once, a £20.00 administration fee will be added on each attempt and added to your final total. You may return the Booking Contract with TBC (To Be Confirmed) if this will help you return the contract speedily. Adding the names prior to arrival, is accepted.

*The Booking is only deemed as confirmed, when the deposit or full payment has been paid and Booking Contract returned.*

We have no responsibility to any person in the booking, other than the Lead Name on your Booking Contract.

We do not accept any alterations to this procedure.

#### **Guests Obligations**

You agree to comply with the Regulations and ensure that they are observed by all the members of your party and those named on the booking contract.

The Booking is only deemed as confirmed, when the deposit or full payment has been paid.

**\*Please Note\*** we are entitled to at any point prior and during your stay, to amend our Booking Terms and Conditions. Where possible the updated version will be emailed to you prior to your arrival.

#### **Law**

The contract between you and us is governed by the law of England and Wales and we both agree that any dispute, matter or other issue which arises between us will be dealt with by the Courts of England and Wales.

#### **Services, to Include Catering at the Property**

*Please note that only our preferred Catering, Therapists and DJ/Disco Hire, may be used at the Property. Please see our website [www.horspool.co.uk](http://www.horspool.co.uk) under "Services"*

In regards to other Services, please seek permission and if granted, it is the responsibility of the Lead Name on the Booking Contract to check if these companies have correct and adequate insurance to cover any breakages, losses or damages caused, whilst providing their services.

Any damages, breakages or losses caused by non preferred or agreed companies, will be invoiced to the Lead Name on the Booking Contract.

**Any Companies that attend and have not been authorised will be treated as a breach of contract and we have the right to terminate your booking without return of any monies paid.**

## **Property Check List**

The property is closely inspected prior to your arrival and after your departure. Our Cleaning Manager and Staff provide a full and detailed final check list. This list can be checked if required on arrival and prior to your departure, should you believe there are any discrepancies to our statement of findings.

## **Arrival & Departure Times**

You can arrive and depart from your accommodation at the agreed times, specified on your Booking Contract. It is possible to amend the times subject to our availability. Please enquire for rates.

## **Cleaning During Your Stay**

Occasionally, we do request to clean the property whilst you are staying, however you will be notified and given a schedule of times.

## **Payment**

To confirm your booking a 30% deposit will be requested. Within 10 weeks of your date of arrival, the balance will be required on or before the due date. Approximately a few weeks prior to your due date, a reminder of your final payment due, will be sent to you by email.

**Please note, if it is you fail to make the payment due to us in full and on time without prior arrangement, we may treat your booking as cancelled. Alternatively we may agree a late payment and in this instance, will invoice a £15.00 administration fee for each day the payment is late.**

***N.B: If your balance for the booking is not received in full within 3 days of the due date, you will receive a cancellation letter by email and no further reminders will be sent.***

Within 7 working days and once your deposit or final payment has been made and is showing cleared, a booking contract and a receipt, along with you're booking terms and conditions, will be emailed to you.

Please check all the information carefully. Any errors or omissions should be reported to us immediately.

## **Prices**

The price quoted at the time of the booking will be confirmed as definite, once full payment is received. We have the right to amend the cost at our discretion, for bookings over 12 weeks before arrival.

## **Late Bookings**

Within 10 weeks of arrival, full payment can be requested for the booking. A Security Deposit is also required at the same time, which is £250.00. Payment can only be accepted by bank transfer or card payments. A fee of 3.90% will be added to all card payments.

## **Breakages, Damages, Losses & Security Deposit**

A payment will be required prior to entering the property. This covers any breakages, damages and any loss that may occur at the property during your stay. Any breakages, damages or losses will be invoiced at replacement cost. Subject to any items costing over this amount, this will be separately invoiced to the Lead Name of the Guest on the Booking Contract and sent direct to your address.

The payment is also treated as your security deposit for your booking. The amount is requested to be paid at the same time as your final balance. The payment will be held and returned to the Lead Name on the Booking Contract, within 7 days of your departure, subject to our Terms and Conditions listed on this document.

After your departure, we will always try to notify you within 7 days of any breakages or damage; however we reserve the right to extend this period if required, with an explanation. We will also withhold the security deposit until such time the repair or loss of the item is replaced and the matter is considered finalised. Our exceptions include, delays

due to

another booking in the property or the time taken for the parts or tradesman to arrive. We reserve the right to this statement for up to a 6 month period if required.

**A cost of £15.00 per hour may also be charged for to assist at the property.**

This payment takes into account any emails in correspondance,preperation of the damages, work to be instructed,undertaken and completed. Also any items which will need to be taken for repair or replacement (traveling time and petrol cost).

#### **Items Removed From the Property**

Any items will be invoiced and deducted from the security deposit. **This list is non exhaustive and includes the entire contents of the house.**Such items as bathrobes & slippers, towels, any luxury toiletries bottles,bed linen,coat hangers, books ,DVDs, the chess set or pieces, kitchen items, bedding, pillows and towels etc.

**\*Luxury Package\*** All items pre-paid or purchased on arrival, are to remain on-site for use during your stay only and are not permitted to be removed from the property. In the event of the Luxury package being purchased on arrival, your Booking Terms & Conditions will apply, during your stay.

#### **Additional Cleaning Charges**

Please leave the property as you found it, to include removal of all bottles, cans and general rubbish, as any additional cleaning will be invoiced and deducted from your security deposit.

*We may deduct up to £60.00 for the removal of any bottles, cans, and food. This also extends to the removal of any discarded cigarette butts left inside or outside of the property. This will also include the cleaning of the barbeque and all the patio and stone areas in the courtyard and the surrounding land to the house.*

***Please do not use glitter on the tables or floors. Unfortunately to remove it completely, it takes several attempts and doubles the time in cleaning. Therefore we politely request no glitter to be used in the Property during your stay. The minimum charge of £50.00 will be deducted from the Security Deposit if it is we find it present.***

Occasionally and due to unforeseen circumstances, the cleaners may still be on site when you arrive at the property. We apologize for any inconvenience this may cause and assure you they will leave promptly and as soon as the necessary additional cleaning has been completed.

You must agree to keep and leave the Property and the furnishings, fittings, kitchen equipment, crockery, glasses, beds, bed linen and towels, in a clean condition and as found. Please do not sleep in the beds with fake tan. To have the bedding laundered there is an additional £5.00 charge per item. This amount is deducted from the security deposit.

#### **Agreement**

You must agree not to cause any malicious damage to the walls, doors or windows of the property. Please refrain from causing a nuisance and or any annoyance. Please take into consideration the effect it may have on our forthcoming bookings.

You agree to take all necessary steps to safeguard your personal property. No liability to you is accepted in respect of damage to or loss of such property.

You cannot allow more people to stay in the Property than expressly authorised, nor can you significantly change the make-up of the party during your stay in the Property. Nor can you authorise a Company or Companies to attend the property or the grounds without our prior knowledge and authorisation.

**Please do not take your pet into the Property unless it has been arranged in advance and it is shown on your confirmation.** If you do so, we can refuse to hand over the Property to you, or can request you to leave it. We will treat any of these circumstances as a cancellation of the booking by you. **We use our CCTV System in regards to this**

**policy.**

You agree to allow us or any representative of ours access at any reasonable time during your stay for the purpose of essential repairs.

### **CCTV Security Cameras**

High resolution night and day cameras are situated on the exterior of the Property, for the properties safety. They are also situated in the internal courtyard area.

Evidence from the recording may be used should we need to do so, in breach of any Terms & Conditions, that are detailed in this document. Any numbers of people visiting and not previously agreed that are seen in excess of your "Booking Contract" will be immediately be

deducted, as an extra guest staying, at a per person price from your contract. Numbers above the security deposit amount will be invoiced in addition.

### **Dogs and other pets at the property**

All pets must be advised and agreed on your booking contract prior to arrival. We have the right to terminate without notice, the holiday arrangements of any client who have not adhered to this request. Additional cleaning fees due to any pets staying at the property will be charged at £15.00 per hour and deducted from your security deposit. **CCTV Camers are used for this instance. A copy of the recording can be requested as proof for the charge to be deducted from your deposit.**

### **Insurance**

It is a fundamental term of this contract that you have appropriate insurance in the event of any accidents or serious illness for you and your party. We have no responsibility to provide you with free accommodation, should it be required and you cannot leave on the agreed date of the contract.

### **Changes and amendments**

If you wish to change the booking in anyway, this will only be accepted in writing and signed by the lead name of the person who originally made the booking with us. We do not accept any amendments to your dates, this is treated as a cancellation,detailed below:

#### **Package Alterations**

In the event you upgrade your package (Luxury Package) during your stay, the Booking T&Cs will apply.

### **Cancellations**

You must put any cancellations in writing and this must be signed by the lead name on the booking. The amount payable (by the lead name of the booking) depends on when we receive the written instructions. Please see this detailed below:

#### **More than 10 weeks,loss of deposit**

**10 weeks or less, full payment is due and will be invoiced.**

If you cancel for reasons covered by an insurance policy, you should be able to recover your cancellation charges.

**If the balance has not been received in full, this will be Invoiced and be payable within 14 days.**

### **Changes by us.**

It is unlikely that we will make changes to your booking once confirmed. If however, due to unforeseeable or unusual circumstances which are beyond our control and there is a problem with us accommodating your booking, we reserve the right to do so at any time. These circumstances are not limited and may include adverse weather conditions, fire or any health risk.

Changes include cancellation or amending the booking. These will be notified in writing to you, at any time reasonably possible before your arrival date. If there is not time, verbal notice will be given. Acceptance of this notification must be in writing. No refunds will be offered.

### **Our responsibility to the booking**

We only accept responsibility for the proper performance of our obligations under the contract. We will perform such obligations with reasonable skill and care. We are not responsible for any failure that is due to any loss not directly connected to the contract with us.

### **Loss of Services**

For the duration of your booking, we cannot be held responsible for any acts of God such as power cuts, loss of any mains supply or water which is completely beyond our control. We will of course do everything to ensure that you are comfortable, but we will not re-fund any part of your stay.

### **Personal Injury**

**It is a fundamental term of this contract that you have appropriate insurance in the event of any accidents or serious illness for you and your party.**

We do not accept responsibility for clients who by misadventure suffer any form of illness, personal injury or death during the period of their booking with us. This also applies to any activity undertaken during the period whether connected to us or not.

This statement also takes into consideration and will apply to the fully property, any stairs, swimming pool, and the water feature in the central courtyard.

No alcohol allowed in the pool area.

No glasses allowed into the swimming pool area.

No running in the swimming pool and gymnasium area

No lone swimming

No diving in the swimming pool due to the shallow depth

No unaccompanied children or dogs permitted in the courtyard, swimming pool and relaxation area.

No electrical devices allowed near the pool, to include laptops and mobile phones.

No dogs or any animals allowed swimming in the swimming pool

### **Swimming Pool, Property & Water Heating.**

Please note: during extreme cold weather conditions and as the whole property is heated by a ground heat source pump, that relies on solar energy, the maximum heating output to the property may vary.

This statement also includes the heating to the swimming pool and the air temperature. Due to solar energy being required, this may cause a situation where the heating of the property is cooler than we like and this is unfortunately beyond our control.

We are also stating that the water temperature in the pool cannot be guaranteed in colder weather conditions.

Electric heaters to give background heating in all rooms will be provided for your additional comfort, at the times we feel the temperature in the property, is cooler than usual.

In regards to the pool cover, it is advised to leave the cover over the pool as much as possible and especially during the night in winter, as the pool is heated by a ground heat source pump.

### **Swimming Pool Health**

In regards to a diagnosis or known condition to include but not limited to Asthma, eczema, allergies or any other medical condition that may be effected and with or without precautions, the swimming pool is used at your own risk.

Compensation during your stay will not be applied. **It is a fundamental term of this contract that you have appropriate insurance in the event of any accidents or serious illness for you and your party.**

#### **Limitations on our liability**

Our liability to you for any loss or damage that is suffered will not be accepted. This includes personal injury resulting from the non-performance or improper performance of the services involved and is subject to the limitations above.

#### **Complaints**

Every effort has been made to ensure that you have an enjoyable and memorable stay, however if there are any complaints, these must be reported immediately during your stay. If we cannot resolve the problem on site, you must write to us within 7 days of your departure. The complaint must be provided by in writing or by email and sent to the address provided on your booking contract. If you do not tell us about your complaint immediately our ability to investigate it maybe seriously hampered. We will endeavour where possible to return a written reply within 28 days of the complaint being made.

#### **Disorderly Behaviour.**

We have the right to terminate without notice the holiday arrangements of any client whose behaviour is such that is likely in our opinion to cause distress, damage, danger or annoyance to our clients, employees, the property, or a third party connected in anyway to the booking. No refunds will be given. We have no responsibility to any person in the booking, other than the lead name on your reservation with us.

#### **Financial Security**

It is a fundamental term of this contract that you have appropriate insurance.

The reservation booked with us is not our responsibility to have covered by any holiday insurances. If you have purchased air travel, car hire or indeed are using any method to arrive at our property, we have no responsibility to you, to amend, change, or cancel the booking, should there be a problem with your arrival or departure details and times. Charges will apply as detailed. We are not Atol or Abta protected and cannot be claimed as part of a package holiday, unless you have taken specific insurance to do so.

#### **Lighting**

We try to be as friendly as possible to our environment. We therefore ask that any excessive use of the lighting at the property is avoided. The Electricity Meter is read prior to your arrival and after your departure. Any use deemed as excessive, will be deducted from your security deposit. This is up to £100.00.

***Please note we strictly operate a no smoking policy inside of the property.***

*Any evidence of smoking in side of the property will automatically receive a £50.00 penalty, which will be deducted from the security deposit.*

#### **Booking Conditions Validity**

The terms and conditions for this booking was produced on the 16<sup>th</sup> June, 2017 and are valid until publication of any revised edition, or we inform you in writing of any changes.