

# Edenhall Estate

## Self Catered Holiday Accommodation



### Terms & Conditions

#### 1. Terms

The usual check-in time is 4pm (subject to unavoidable delays). The check-out time (usually 10am). You are obliged to leave everything in a clean and tidy condition and you are responsible for any damage done or loss sustained during your stay. Prices include VAT (where applicable) at the rates applicable at the time of printing, and are subject to change if the rates or application of tax changes. In the event of a change in the rate of VAT during the course of the year, your holiday will be invoiced at the new rate of VAT unless you have already taken your holiday or paid the balance in full prior to the date of the change.

We reserve the right to alter prices in our brochure or on the website, which may go up or down. We will advise you of the current Price at the time of booking. The terms and conditions for bookings may change from time to time. Please check at the time of booking.

#### 2. Making a Booking

You must check your hire invoice and booking acceptance as well as all other documents we send you carefully, as soon as you receive them. If any information appearing on any document appears to be inaccurate in any way, you must let us know straight away. We regret we cannot accept any liability to make changes if we are not notified of any inaccuracy in any document within 10 days of our sending it.

#### 3. Number in your party

The total number in your party must not exceed the capacity of the accommodation as advertised by us, without prior arrangement. Babies under the age of 2 may not be counted as members of your party. You should check the policy of your chosen accommodation carefully before booking.

#### 4. Payment

A booking is confirmed on receipt of a 25% non-refundable deposit. Your balance will be due and payable 6 weeks before arrival. For bookings made within 6 weeks of your holiday start date, you are required to pay the full amount when making the booking. If the deposit and/or balance is not paid on time, we may cancel your booking.

#### 5. Cancellation

If you wish to cancel your booking, please advise us as soon as possible. We will endeavour to re-sell the property under the same terms as your booking. If we are able to do so, you will be entitled to a refund by way of voucher. We recommend that holiday insurance be taken.

Very occasionally, in circumstances of 'force majeure' as defined in clause 15, we may have to cancel your booking. We will tell you as soon as possible and offer you an alternative or a full refund. We regret we cannot pay compensation or any reimbursement of any expenses or costs you may incur as a result of any such cancellation or change.

#### 6. Accuracy

We have taken care to ensure the accuracy at the time of publication of any brochure and continuously with the website, however information and prices may have changed by the

time you book.. There may be small differences between the actual accommodation and facilities and its description, as we are always looking for ways to make improvements. We will use our best endeavours to notify you of any changes to, or inaccuracies, as soon as reasonably practical after we become aware of that change or inaccuracy.

#### 7. Unreasonable Behaviour

We reserve the right to refuse to hand over accommodation if the unreasonable behaviour of anyone in your party is likely to cause offence to other guests or to members of staff. In such cases all hire charges will be refunded as soon as reasonably practicable, the contract will be terminated and neither we nor the Owner will have any further liability. We reserve the right to terminate a holiday after the keys have been handed over, if the unreasonable behaviour of anyone in your party is likely to impair the enjoyment, comfort or health of other guests or members of staff. In these circumstances, no refund will be given. We also reserve the right to ask any person(s) who is not suitable due to unreasonable behaviour, damage to property, danger or annoyance to others to leave the Estate. In this event, no refund will be due. There is an automatic £50.00 charge if we are called out to a disturbance of your doing where another guest has requested our assistance or where we have felt it necessary to attend a situation.

#### 8. Damage to Accommodation

You are liable for any damage caused in the accommodation during the period of hire.. We have the right to enter any accommodation (without prior notice if this is not practical or possible) if special circumstances or emergencies arise (for example if repairs need to be carried out). You are liable for any damage to the accommodation during the period of hire. Accommodation not left as found, in a clean and ordered state will also be charged £25.00 for extra cleaning.

#### 9. Security Deposits

You may be asked for an additional deposit at our discretion. This is payable prior to your arrival and will be returned to you at the end of your holiday, provided that your accommodation is undamaged, clean and tidy.

#### 10. "force majeure"

Circumstances amounting to "force majeure" include any event which we could not, even with all due care, foresee or avoid. Such circumstances include the destruction or damage of your accommodation (which cannot reasonably be remedied to a satisfactory standard before the start of your holiday) through fire, explosion, flood, storm or other weather damage, break-in, criminal damage, riots or civil strife, industrial action, natural or nuclear disaster, fire, adverse weather conditions, war or threat of war, actual or threatened terrorist activity, epidemic and all similar situations beyond the Owners control.

#### 11. Your Pet

You may bring your dog with you. Each dog is £25.00 per week. You must tell us that you are bringing a pet when you make your booking. You must bring your pet basket with you and ensure that your pet does not lie on the bedding or chairs under any circumstances. Pets must not be left unattended in accommodation or elsewhere, and must be exercised on a lead and in the charge of an adult. Animals other than dogs can only be accepted with prior arrangement.

#### 12. Your Vehicles

Your vehicles, their accessories and contents are left entirely at your own risk. We are not responsible for any loss or damage from or to any vehicle. Please park in the car park provided.

### 13. Data Protection

Proper security measures are in place to protect your information. The information may also be provided to security or credit checking companies, public authorities such as customs/immigration if required by them, or as required by law. We will not, however, pass any information onto any person not responsible for part of your accommodation and travel arrangements. This applies to any sensitive information that you give us such as details of any disabilities, or dietary/religious requirements. If we cannot pass this information to the relevant suppliers, we cannot provide your booking. In making this booking, you consent to this information being passed on to the relevant person. The owner or the Suppliers use of your information is subject to their policy and is their responsibility. You are entitled to a copy of your information held by us. If you would like to see this please contact us.