



Terms and Conditions 2017

General

This agreement is between the person making the booking (hereafter known as 'The Client') and The Ellingham Partnership (hereafter known as 'Ellingham Hall'). It is your responsibility to ensure that all members of your party are aware of and accepts all the obligations contained therein.

Updated versions of the Terms and Conditions may become available at a later date. The Terms and Conditions will only be updated to improve the quality of service offered by Ellingham Hall and for the safety of The Client. It is The Client's responsibility to ensure that they check the website to obtain an updated copy or contact Ellingham Hall direct.

Booking

All bookings are accepted on the following terms:-

- The Client must be over **21 years** of age and be a capable and responsible adult. This person must be present for the duration of the stay and accept overall responsibility for the whole party. They will be liable for any monies owed, or damages incurred.
- The maximum number of guests staying in Ellingham Hall must not exceed **33** unless otherwise agreed. A bedroom allocation list must be completed noting who will be sleeping in which rooms. If it appears that there has been more accommodated than stated above the security deposit will be forfeited.
- The Client is obliged to keep the Hall, its furnishings, fixtures, grounds and effects in the same state of repair and condition as they were in at the commencement of the stay, and to ensure that the property is left clean and tidy.
- You will be responsible for any damage to the Hall, its furniture, fixtures, fittings and effects. Anything that is broken, damaged or misplaced should be reported. This enables us to fully prepare and equip the Hall prior to the arrival of the next guests. Other items should be reported and the monies will be deducted from the security deposit.
- Furniture, pictures and any other dressings must not be removed from its specific location.
- You must not assign, or part with the possessions of the property, or anything contained within it, or use it other than as a single dwelling for the occupation by the individual and their party who have made the booking with us.
- You will permit the owner or representatives of the property including workmen/repair persons to have access at reasonable times to carry out repairs or inspections to the property, or in such cases of an emergency at any time without such notice.
- Minimum day guest numbers - **Peak Season**, Saturday **80** guests, Friday/Sunday, **60**. **Mid/Low Season**, Friday/Saturday/Sunday **60**. The minimum requirement is for each guest to have Wedding Breakfast Menu A and Drinks Package A or the equivalent spend per head for pre-ordered daytime food and drinks.

Payment

- No contract exists until a completed and signed booking form has been received by Ellingham Hall, along with a deposit of **20%** of all accommodation and day hire charges – all cheques are to be made payable to "The Ellingham Partnership". Until we receive your deposit in full we can withdraw our services. The remaining balance is then due by the individual at the following stages – **six months, four months and two months** prior to the commencement of booking. Should you miss any of these payments we reserve the right to cancel your booking. Should you find yourself unable to make an instalment, please let us know as we can arrange an extension if needed.
- Cancellation – If you cancel a booking for which you have paid a booking deposit and further payments, these are **non-refundable**. This also applies to any deposits/payments relating to cottages you or your guests have hired. Holiday and Wedding cancellation insurance is available from insurance brokers and we strongly advise that our guests take advantage of this to cover any unforeseen circumstances, i.e. redundancy. We reserve the right to cancel your booking should you miss any payments or behave in a continual threatening or aggressive manner to any staff.
- Postponement – For the purpose of this document a postponement is classed as a cancellation and all monies will be retained unless we receive a minimum of **12 months** notice and alternative dates are available.
- Catering/drinks quotes – all prices are correct at the time of booking, however no food or drink prices will be confirmed until **6 months** before your event. Until this time costs may be subject to change.
- Catering and wine payments must be received by no later than **4 weeks** prior to the date of arrival. Once payment has been received there will be no refunds issued should numbers drop, however numbers may be added if sufficient notice is given.
- All catering costs are based per person, each confirmed guest must be provided for at each catering choice.
- Bar drinks. Should you wish to pick up either all or some of the bar bill this needs to be agreed prior to the event, and the pre-authorised amount paid for in full. Should this amount not be used we will credit you back the difference.
- Security Deposit – Ellingham Hall requires a security deposit of **£500** per booking at the Hall. We will take the pre-authorised amount on a credit card upon your arrival.
- Ellingham Hall does not warrant and is not responsible for the accuracy of any verbal information or statements made by its employees.
- Ellingham Hall reserves the right to charge for any cheques returned by the bank.
- Some clients choose to charge for the hire of rooms to their guests, this is solely at the clients' discretion and something that they have to organise themselves. We cannot collect any monies for rooms for your guests.
- Cottages. As with the Hall, no price will be guaranteed until a deposit has been received, until such a time prices could be subject to change without prior notice.



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During Your Stay

Arrival and departure times must be strictly adhered to in order ensure the Hall is ready for you, and guests after you. Upon arrival a member of the team will have a security hand over with you - this must be with the lead client.

The rental period typically begins at **3pm** on the commencement date, or **9am** on a one-day hire. Departure is at **10am Monday to Saturday** and **12 Midday** on a **Sunday** when accommodation is taken, or **12 Midnight** on a one-day hire. Unless otherwise confirmed in writing.

It is the clients responsibility to make sure all guests have vacated the premises by the departure time. If the time of departure is exceeded then the **£500** security deposit will be forfeited in full.

If you feel you may need to arrive early or depart late, please check with your coordinator for availability and prices. However if there is a booking directly before or after your event then this may not be possible.

Staff – The Hall will have a member of staff present for the entire duration of your stay, with Event Staff covering the day and evening shifts, and a Night Porter for during the night.

- Ellingham Hall requests that its guests and visitors, ensure that nothing happens which may be a nuisance or inconvenience to the village of Ellingham and its residents. This includes fireworks, Chinese lanterns, balloon release (or a similar nature) confetti cannon and particularly excessive noise. In the event that behaviour within the grounds of the property creates such a level of nuisance and rowdiness so as to cause persistent complaint from neighbours, we reserve the right to request those guests or all members of the party to leave the property immediately, cancelling any further planned events as well as retaining the security deposit should any issues arise.
- Planning. To make your wedding or special event happen we require certain information from you. This will be gathered over your meetings with your Event Coordinator. This is of great importance as it is the entire basis of the event plan we create for your day. Our team of staff will run the day based on this plan. Whilst we will always endeavour to meet any last minute requests, if there are any detail missing from the plan which you have not informed us of, we may be unable to meet your expectations and cannot be held to account for this.
- Chapel. The chapel will be used on the day of the wedding or function only and will remain locked outside of these times unless otherwise agreed in writing. On the wedding/function day the roof terrace will be locked at **10pm** and the bar will close at **Midnight**.
- No smoking is allowed indoors. If smoking outside, all guests must use the pots and wall mounted bins, which are strategically placed outside the front and back doors in which to stub out cigarettes, or else pick up and safely dispose of cigarette ends.
- A fully compliant fire system is in place including emergency exit signs. It is your responsibility to ensure your guests take time to familiarise themselves with the house map, exit points and extinguisher points. Escape routes are located in each bedroom. It is the clients responsibility to ensure any vulnerable persons they have invited are evacuated safely in the event of a fire.
- At Ellingham Hall, there is a private sewerage system with all waste from the toilets and sinks going into a septic tank. Nothing other than "natural" waste and toilet tissue is to be flushed down the toilets. Small bins and bags are provided for the disposal of sanitary items, nappies, baby wipes etc.
- Whilst Ellingham Hall hold fully compliant business and public liability insurance, please note all personal items left on and around the premises is done so entirely at the owners' risk. This includes any decorations brought. We accept no responsibility for any lost, damaged or missing items, or any personal accident sustained by you, your party members or any visitors during your stay.
- Throughout your stay there will be a fully-equipped bar operational for you to purchase alcoholic beverages from in accordance with the terms of our premises licence. Advance purchases of wine may be made from us, or corkage can be paid if you are bringing your own. It is the responsibility of the client and guests to check on bar opening hours prior to arrival. If any persons are found consuming their own alcohol whilst the bar is operational the security deposit will be retained in its entirety.
- Illegal drugs are strictly prohibited for the Hall and its grounds. Any guest found to be taking drugs will be ejected from the site and the police will be informed.
- During your stay we will provide a bespoke catering service for you including all staffing for the day. All catering must be pre-ordered and arranged with your Event Coordinator. No external caterers or bar suppliers are allowed on site at any time (including our cottages) – this will result in the loss of the security deposit and possible further charges.
- Guests on site. We must know if at any point the amount of guest on site will exceed **33 people**, see below. We require a completed room allocation list prior to your arrival.
- Tree houses. The tree houses at Ellingham Hall are for all of our guests both in the Hall and Holiday Cottages to use, and will be closed to guests from **9pm**.
- All external suppliers (bands/florists/photographers) who are not on our preferred supplier list must have relevant public liability insurance. This must be provided to Ellingham Hall prior to entering the premises. We must also know who all of your suppliers are.
- We only allow fireworks displays to take place in the grounds of the Hall during bonfire night on the **5th of November** and **New Years Eve**. Any displays outside of these dates will forfeit your security deposit. This includes silent fireworks. Any firework display must be operated by a fully licensed business and operated by a 'responsible individual'.
- Our premises licence for the sale of alcohol, music, dancing and late night refreshment ends at midnight, when the bar will close. At this time, the Chapel will be vacated where it will be locked by a member of staff. It is your duty to inform any bands or DJ's of the cut off time, and your extra guests who are not within the **33 sleeping guests** to vacate the property.
- Outdoor Music. This is strictly prohibited without written consent, and under no circumstances can amplified music or equipment be used outdoors.
- We do not permit camping, caravans or motor homes in the garden or grounds of the house under any circumstances.



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- We do not permit Marquees or Gazebos on site - this includes our cottages.
- We are happy to return any items that you may have left behind. Please note there will be a minimum charge of **£10** for this service. We keep "left items" for **2 weeks**. At this point if we have not heard from any member of your party they are disposed of. Items found which we believe to be of value will be notified to you regardless.
- There are travel cots available for use in the house upon request. However there is no linen supplied for these. We can also supply upon request Z Beds and linen changes, these however are subject to cost and availability. Please contact us for further details.
- There are some essential items that are supplied during your stay, such as toilet roll, dishwasher tablets, washing up liquid etc. Also, coal and logs are in the cupboard in the red Drawing Room.
- Decorations. Any decorations must be erected and dismantled within your hire times and must cause no damage to the property or grounds. Any signage which is placed in the grounds or village must be taken away with you, any leftover decorations will be charged for the time taken to dispose of them.
- Safety. Use of the Roof Top Jacuzzi is at your own risk. Guests are specifically requested not to allow unsupervised children to use the Jacuzzi at any time. There is to be no alcohol consumed in the Jacuzzi. Please be aware that a stream runs through the Hall grounds and to inform those responsible for small children or vulnerable adults about this.
- Occasionally some facilities or services are unavailable or have to be withdrawn, and if this is the case, we will tell you as soon as reasonably practical after we have been made aware of the situation.
- Any leftover food from your event day catering can be left in the house kitchen at your request and cleared away the following morning. From this point Ellingham Hall is not responsible for any food left out, and is the sole responsibility of guests to look after.
- Publicity – Please let us know if you do not wish for any of your photographs to be used for future promotions of Ellingham Hall.
- Pets – Under no circumstances are pets allowed other than guide dogs.
- Cakeage – We will charge for anyone wishing to bring cake tables or cheese cakes which are to be served to their guests on an event day.
- Favours – Alcoholic favours are not permitted as standard. Corkage fees will apply, please check with your wedding coordinator on prices.

Complaints

We very much hope you enjoy your time with us, and we will endeavour to meet all requests during your stay. However, should you have any issues during your stay you must let a member of staff know immediately to allow us to rectify or at the very least address the situation. We will also follow up all events with a phone call or email to get any constructive feedback you may have. Any small issues or complaints can be dealt with by a member of staff or the duty manager. However if your complaint is significant or cannot be resolved straight away it will be escalated to the Assistant Manager or ultimately the General Manager who is the highest point of contact. In an extreme case where a complaint cannot be resolved by the General Manager, they will advise on how to proceed. We however will only deal with the lead client/s or their legal representatives about any significant complaints, as this allows for a clear conversation to be had and for any issues to be resolved swiftly without any third parties involvements.

Signature: _____

Print: _____

Date: _____