



# Cottages Terms and Conditions 2018

## 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 people staying in a **3** bed cottage is **6** guests and the maximum number in a **2** bed is **4** guests. Z beds can be purchased at a charge of **£35.00** and are subject to availability, which comes with fresh linen and towels. Z beds must also be pre-paid for before arrival at the site. Only then if a Z bed is purchased can guest numbers exceed the maximum cottage numbers stated above.
- The Client is obliged to keep the cottage, 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 in a reasonable state.
- You will be responsible for any damage to the cottage, 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 cottage prior to the arrival of the next guests. All damage should be reported and the monies will be owed should anything need repaired.
- Any outdoor marquees or gazebos are not permitted on the site, if found on site guests will be asked to take them down.
- Towels are also not to be hung from the windows of the cottages to keep the site looking neat and tidy.
- 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.
- The cottages are self-catered properties and we do not permit any bar suppliers or external caterers on site at any time.
- Bookings. A lead member can book several cottages on the site at any

time subject to availability. However, any specific agreements made are at the discretion of Ellingham Hall. All correspondence will be with the lead member making the booking who will be responsible for all properties taken and relaying information to their guests.

## Payment

- No contract exists until a deposit of **£100** per cottage booking has been received.
- 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 in one instalment two months prior to the commencement of the booking. Should you miss any payment date we reserve the right to cancel your booking. Should you find yourself unable to pay your balance, please let us know as we can arrange an extension if needed.
- Cancellation – If you cancel a cottage booking for which you have paid a booking deposit and any further payments; these are non-refundable. Holiday cancellation insurance is available from insurance brokers and we strongly advise that you or your cottage 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.
- 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 the rooms in the cottage 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. No price will be guaranteed until a deposit has been received, until such a time prices could be subject to change without prior notice.

## During Your Stay

- Arrival and departure times must be strictly adhered to in order to ensure the cottage is ready for you, and booking after you. Upon arrival a member of the team will greet you, unless you arrive after the hours of **5pm**.
- The rental period begins at **3pm** on the commencement date (**Mondays** or **Fridays** depending on your day of arrival). Departure is at **10am** again on a **Monday** or a **Friday** unless otherwise agreed.
- On departure of the cottage all keys must be left in the property or in the key pad safe. If you accidentally depart with the cottage key, please call the office number on **01665 568 118** to let a member or staff know and please post the key back to us.
- It is the client's responsibility to make sure all guests have vacated the



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- premises by the departure time. If the time of departure is exceeded, then it is up to the discretion of the General Manager as to whether you will be charged for this.
- Unfortunately, early arrivals at the cottage are not always possible due to our change overs between bookings, therefore we would appreciate if you could refrain from arriving before **3pm**. If, however you would like to telephone on the morning of your arrival to see if this would be possible you are most welcome and if it is possible we will let you know.
  - If you do arrive early there is a local pub in Ellingham village called **The Pack Horse Inn** which provides drinks and local pub food! Opening times vary so please call **01665 589292** if you would like to book a table or would like to check the pub opening times.
  - 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 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.
  - Pets. We do not permit pets on the site, except for Milking Parlour cottage where one dog is free of charge and a second is an extra charge of **£25.00**. This must be pre-paid before arrival. However, Guide dogs are permitted, please call us in advance to make us aware.
  - If you are not part of a wedding happening at the hall at the time of your booking, we ask you to refrain from walking around the grounds at the front of the hall. If you would like to have a look around the hall during your stay, please come to the main office where a member of staff can arrange a time when there are no residents/functions taking place.
  - Ellingham Hall – The music for any functions held at the hall will be turned off at midnight.
  - No smoking is allowed indoors. If smoking outside, all guests must safely dispose of cigarette ends in the bins provided.
  - Each cottage has a smoke detector, fire blanket and fire extinguisher which is serviced. It is your responsibility to ensure your guests take time to familiarise themselves with the fire evacuation procedure noted in the cottage by the front door. It is the client's 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. 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. 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.
  - Parking. This is done so at your own risk, there are various parking areas around the site and there is also a car parking bay per cottage. There are also various animals around the site so please be aware of this.
  - Advance hamper and drinks purchases may be ordered from us. All hamper options can be sent over once a deposit has been received.
  - Illegal drugs are strictly prohibited for the Hall, cottages and its grounds. Any guest found to be taking drugs will be ejected from the site and the police will be informed.
  - Tree houses. The tree houses at Ellingham Hall are for all of our guests both in the Hall and Holiday Cottages to use, this area will be closed from **9pm**.
  - We only allow fireworks displays to take place in the grounds of the Hall during bonfire night on the **5th of November** and **New Year's Eve**. Any displays outside of these dates will result in you being charged, this includes silent fireworks. Any firework display must be operated by a fully licensed business and operated by a 'responsible individual'.
  - 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, if found they will be asked to leave.
  - Lost Property. 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 "lost property 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 is 1 highchair and 1 travel cot per cottage with additional items on request. Linen is not provided for the cots due to health and safety reasons, so please bring your own with you.
  - There are some essential items that are supplied during your stay, such as toilet roll, dishwasher tablets, washing up liquid etc.
  - 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 and any leftover decorations will be charged for with regards to the time taken to dispose of them.



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## 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 in the cottages you must let a member of staff know immediately to allow us to rectify or at the very least address the situation. Any small issues or complaints can be dealt with by a member of staff or the Cottage Manager. However, if your complaint is significant or cannot be resolved straight away it will be escalated to 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' involvement.

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.

On receipt of the **£100** deposit you have agreed to these terms and conditions.

Signature: \_\_\_\_\_

Print: \_\_\_\_\_

Date: \_\_\_\_\_