



Cottages Terms and Conditions 2020

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. Pop up beds can be purchased at a charge of **£40.00** and are subject to availability, which comes with fresh linen and towels. Pop up beds must also be pre-paid for before arrival at the site. Only then if a pop up 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.
- The Client 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.
- The cottages are self-catered properties and we do not permit any bar suppliers or external caterers on site at any time.
- The Client 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, Ellingham Hall can withdraw services at any time and prices could be subject to change without prior notice.
- The remaining balance is then due by the individual in one instalment two months prior to the commencement of the booking. Should you miss a 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 discuss a possible extension.

During Your Stay

- Arrival and departure times must be strictly adhered to in order to ensure the cottage is ready for you and bookings 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 **4pm** on the commencement date as outlined in your booking invoice. Departure is at **11am** on the date of departure, as outlined in your booking invoice.
- 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 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 charges will be incurred for this.
- Unfortunately, early arrivals at the cottage are not always possible due to our change overs between bookings, therefore we would appreciate if The Client's and guests could refrain from arriving before **4pm**.
- Should guests 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** to book a table or would like to check the pub opening times.



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- The Client 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 monies will be owed should anything need repaired.
- Towels are also not to be hung from the windows of the cottages to keep the site looking neat and tidy.
- Contained within the cottage you will find a range of crockery, cutlery and cooking utensils, as well as a welcome pack containing tea, coffee milk and sugar. Ellingham Hall also aims to provide additional non-essential items to make your stay as welcoming as possible (Books/Board games etc). Non-essential items may range from cottage to cottage and there is no guarantee non-essential items will be provided during your stay.
- Ellingham Hall reserves the right to remove or replace non-essential items from any cottage, as it deems appropriate in line with, but not limited to, security considerations, health and safety procedures, or pursuant to any local or national guidelines for the duration of the stay.
- 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 The Clients are not part of a wedding happening at the Hall during the duration of the stay, we ask The Clients and their guests to refrain from walking around the grounds at the front of the Hall. Should Client's wish to have a look around the Hall during the 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 The Client's responsibility to ensure guests take time to familiarise themselves with the fire evacuation procedure noted on the cottage notice board. 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 the Client's, their party members or any visitors during the stay.
- The Client 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.
- Any outdoor marquees or gazebos are not permitted on the site, if found on site guests will be asked take them down.
- Parking is done so at The Client's 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 and wildlife around the site, so please be aware of this whilst driving on the grounds.
- Advance hamper and drinks purchases may be ordered from us. All hamper options can be sent over once a deposit has been received.
- 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 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 the party they are disposed of. Items found which we believe to be of value will be notified to The Client's 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 this with you.
- There are some essential items that are supplied for the duration of the stay, such as toilet roll, dishwasher tablets, washing up liquid etc.



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- Decorations. Any decorations must be erected and dismantled within 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 and any leftover decorations will be charged for with regards to the time taken to dispose of them.

Cancellation

- If The Client chooses to cancel the cottage booking for which they have paid a booking deposit and any further payments; these are non-refundable.
- Ellingham Hall cannot accept liability or pay any compensation where the performance or prompt performance of contractual obligation is prevented or affected by, or otherwise suffers any damage or loss as a result of 'Force Majeure'.
- For the purposes of this Contract, 'Force Majeure Event' means an event beyond the reasonable control of Ellingham Hall, including but not limited to, strikes or other industrial disputes, failure of a utility service or transport network, act of God, war, riot, malicious damage, compliance with any law or governmental order, rule, regulation or direction, accident, breakdown of plant or machinery, fire, flood, storm or default of suppliers or subcontractors.
- If the Force Majeure Event prevents Ellingham Hall from providing the venue on the dates of hire, Ellingham Hall shall, without limiting its other rights or remedies and without liability to The Client, have the right to terminate this Contract immediately by giving written notice.
- Ellingham Hall reserves the right to cancel The Client booking, should The Client or their guests, miss any payments or behave in a continual threatening, inappropriate and/or aggressive manner to any staff.
- Following cancellation, Ellingham Hall may resell the date and are under no obligation to refund any part of the original contract.
- 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 reserves the right to charge for any cheques returned by the bank.
- Some Clients choose to charge for the hire of individual rooms in the cottage to their guests, this is solely at the client's discretion and something that they have to organise themselves. We cannot collect any monies for rooms for your guests.

Complaints

We very much hope Clients enjoy their stay with us, and we will endeavour to meet all requests during the hire. However, should The Client's have any issues during the stay in the cottages The Clients must notify a member of staff immediately to allow time 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 Operations Manager. However, if complaints are 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.

On receipt of the **£100** deposit The Client's have agreed to these terms and conditions.

Signature: _____

Print: _____

Date: _____