



Combermere  
Abbey  
ESTATE

These terms and conditions specifically apply to The North Wing when booked as The North Wing Bed and Breakfast. The terms and conditions need to be carefully read and understood prior to paying your booking deposit.

1. Combermere Abbey Estate offers guest accommodation on a Bed & Breakfast basis in the luxurious surrounding of The North Wing.
2. The maximum occupancy of both The Salamanca and The Bhurtpore Rooms is two adults.
3. The North Wing is adult only accommodation and therefore not suitable for children.
4. A provisional booking for accommodation in The North Wing will be held for 7 days. If the deposit payment has not been received within 7 days, Combermere Abbey Estate reserves the right to sell the dates.
5. All bookings are confirmed once the deposit payment and completed booking form has been received and Combermere Abbey Estate have issued a booking confirmation. Combermere Abbey Estate reserves the right to cancel the booking if payment conditions are not upheld.
6. Receipt of the deposit payment confirms your acceptance of all terms and conditions.
7. We accept Visa, MasterCard, Delta, Switch and BACS. To pay by credit or debit card, please call the Sales Office on: 01948 660345 between 9am and 5pm, Monday-Friday. Cheques must be made payable to "Combermere Abbey Estate". All payment must be made in pound sterling.
8. The deposit payment is 30% of the total booking fee, and is non-refundable and non-transferable. The balance payment will be due eight weeks prior to the arrival date.
9. The client booking the accommodation shall be liable for the reservation and the full payment.
10. The client must provide Combermere Abbey Estate with names of all guests staying at The North Wing. An email address, home address and contact telephone number are required for all bookings. Registration on arrival is a legal requirement and must be completed.
11. Combermere Abbey Estate reserves the right to sell any accommodation without prior consent if it has not been confirmed at the time of booking.
12. Combermere Abbey Estate reserves the right to alter pricing without prior notification. Clients who have requested information for time periods not covered in our current pricing schedule must ask for prices before booking.
13. We are gathering your personal data to perform the hospitality contract, as required by law and to provide you with a better service. For a full description on how we process and keep safe your personal data please see our Privacy Policy at: <https://combermereabbey.co.uk/privacy-policy> these details will be kept for a period not less than 12 months. The holding and use of personal information is regulated by the General Data Protection Regulation 2018.
14. Cancellation Policy: in the event of a cancellation, Combermere Abbey Estate regrets that pre-payments and deposits will not be refunded under any circumstances. Cancellations must be sent in writing. Should the Combermere Abbey Estate not be notified of your cancellation in writing, Combermere Abbey Estate will look to recover any loss of profit. It is in the interest of Combermere Abbey Estate to try and re-sell the booking on your behalf, and if successful this may reduce the cancellation charges. However, this cannot be guaranteed. We strongly recommend that you take out Holiday Insurance.
15. Any damage or loss incurred during the period of accommodation booked is the responsibility of the client. All costs of repair and replacement will be repaid to Combermere Abbey Estate.
16. Clients and their guests are required to keep Combermere Abbey Estate updated of any changes in their contact information during the period following the booking and up to their stay. Combermere Abbey Estate and its enterprises and staff are not held responsible for non-receipt of communication if this is not done.
17. Guests must observe the access permitted to the grounds and gardens on the Estate.
18. The accommodation booked is strictly for those on the booking information provided by the client. No other guests are permitted in the house.
19. Under no circumstances can the booking period be exceeded for accommodation and only the stated number of guests permitted in each room is allowed.
20. All accommodation has no smoking policy and guests may smoke outside using the tubs provided.
21. No pets are permitted in The North Wing.
22. Any property left will only be returned upon request and, unless specified, will be sent by post at the client's risk and cost. Payment of the postage charges must be made by the client before posting. Lost property will be held for six months, after which time all items not claimed will be donated to charity. Once the goods are posted, Combermere Abbey Estate and The North Wing, will not accept responsibility of any lost or damaged goods.
23. The North Wing Bed & Breakfast is available for check in between 4pm and 7pm; check out is before 11am on the day of departure.
24. Once you have stayed with us, you become a "Friend of Combermere" and receive 10% discount on any return visit within 12 months of your stay.
25. We reserve the right to update Terms & Conditions.
26. 25. In all cases English law prevails.