

Bookings of more than one cottage constitute a group booking and are subject to group booking prices and terms and conditions. These terms & conditions apply to the booking of any cottage, and need to be read and understood prior to signing the booking form and paying a deposit. A maximum of 49 persons can be accommodated across 25 bedrooms. If a booking is placed for all of the cottages, this will be deemed as “exclusive use”, with an exclusive use fee being included in the package cost.

Should guests wish to dine together, one of the following cottages must be booked: Malbanc Cottage, which can seat up to 16 to dine; Beckett Cottage which seats 22 guests.

Contract: The contract for a group booking shall be made between Combermere Abbey Estate and the Client, subject to the following booking conditions.

These terms & conditions specifically apply to accommodation booked as part of a group booking, which differs from the booking of accommodation for purposes of a holiday or short break.

1. A maximum of 49 persons can be accommodated across 25 bedrooms in 9 cottages.
2. No other offer or description found on written literature or on our website can be substituted and no other terms and conditions apply.
3. **Reservations:** All bookings are confirmed only after a signed booking form and deposit payment is received from the Client. Combermere Abbey Estate reserves the right to cancel the booking if payment conditions are not upheld. Receipt of the booking form and deposit confirms your acceptance of all terms and conditions.
4. No bookings can be made by those under the age of 18.
5. Provisional bookings may be held for up to 7 days. If the deposit and signed booking form are not received within the specified time, Combermere Abbey Estate reserves the right to release the provisional booking from hold.
6. All deposit payments are non-refundable & non-transferable.
7. In order to secure a booking, the following payment schedule must be undertaken:
 - If booked more than 8 weeks prior to arrival, a deposit of 33% is required along with a completed booking form. The balance payment is due 8 weeks prior to arrival.
 - If booked less than 8 weeks prior to arrival, full payment is required at the time of booking.
8. Combermere Abbey Estate accepts debit & credit card payments (not AMEX), cash, cheques or BACS payments. Payments made by cheque should be made payable to “Combermere Abbey Estate”.
9. VAT is included within all prices quoted.
10. Combermere Abbey Estate requires that the Client making the booking shall be liable for the reservation and payment of the deposit & balance. Any separate arrangement between the Client and guests to share or recoup costs will be the sole responsibility of the Client. Any alternative arrangements must be made with Combermere Abbey Estate at the time of booking.
11. **Period of Rental:** Rental of the accommodation commences at 4:00pm on the day of arrival and check out time is 11:00am on the day of departure. In the event of late departure, a late check out fee of £30.00 will be charged per hour, per cottage, for the first two hours after 11am; thereafter, there will be a charge applied for a full night stay, per cottage.
12. Under no circumstances can the booking period be exceeded for accommodation, and only the stated number of guests permitted in each cottage is allowed.
13. **Dogs:** Combermere Abbey Estate will accept one dog per cottage for which a separate charge is applied, and must be paid at the time of booking. Dogs must be aged 6 months or older and be fully housetrained. Dogs must be kept under control and are not permitted on the furniture or upstairs in the cottages. They must not be left unattended in the cottage at any time and must be kept on a lead on the Estate, except when in designated areas. No other pets are permitted. **N.B.** Dogs are not permitted within the cottages when booked as part of a wedding.
14. **Cancellation:** Any cancellations made by the Client must be made in writing to the Sales Manager at Combermere Abbey Estate.
 - **Cancellations prior to 8 weeks of arrival:** The Client remains liable for the full balance of the booking. The deposit is forfeited but Combermere Abbey Estate will seek to re-let the properties for the booking period and, if successful, may be able to refund the balance paid, minus an administration fee of £150.00.
 - **Cancellations within 8 weeks of arrival:** The Client remains liable for the full balance of the booking. The deposit is forfeited, however Combermere Abbey Estate will seek to re-let the properties for the booking period, and if successful, may be able to refund 50% of the monies paid.
 - **In view of the above, Combermere Abbey Estate strongly recommends that the Client takes out insurance cover to protect against cancellations.**
15. All outstanding expenses must be settled on the day of departure. Combermere Abbey Estate reserves the right to charge any debit or credit card held on file for payment of any unpaid charges incurred after departure. Card details will be held on file for a maximum of 7 days after departure.
16. **Care of the Property:** Any damage or loss incurred during the booking period is the responsibility of the Client. All costs of repair will be repaid to Combermere Abbey Estate.
17. The Client will be required to lodge a £500.00 Security Deposit against damages or additional cleaning costs, and must be paid to Combermere Abbey Estate 7 days prior to arrival. This will be returned back to the Client within 7 days of departure, if the properties have been left in good condition.
18. **Guest Details:** The Client must complete a Cottage Allocation Form, providing the names & contact details for all residential guests, and this must be provided to Combermere Abbey Estate 4 weeks prior to the booking.

19. The accommodation booked is strictly for those guests named on the Cottage Allocation Form provided by the Client. Combermere Abbey Estate does not permit any persons not named to occupy the accommodation. Combermere Abbey Estate reserves the right to ask guests to leave the Estate immediately if this is found to be the case, and may also require the Client to leave the accommodation in advance of the booking period.
20. **Children:** Any children using the accommodation are required to be supervised. They must not be left alone in the accommodation.
21. All travel cots and highchairs are available upon request, free of charge. Please note that Combermere Abbey Estate does not provide cot linen.
22. All accommodation has a strict no smoking policy; guests may smoke outside, using the tubs provided. Combermere Abbey Estate reserves the right to use part or all of the Security Deposit if a cottage is found to require additional cleaning or to be un-rentable due to smoking in any part of the cottage.
23. **Lost Property:** Any property left will only be returned upon request and, unless specified, will be sent via first class post at the Client's risk & cost. Payment of the postage fees and a surcharge of £5.00 must be made by the Client prior to the property being posted. Lost property will be held for 3 months, after which time all items not claimed will be given to charity. Once any goods have been posted, Combermere Abbey Estate will not accept responsibility for any lost or damaged goods.
24. **Amenities:** Use of all amenities where offered is at the Client's risk, and Combermere Abbey Estate accepts no responsibility for loss or damage to the Clients' belongings, vehicles or contents.
25. **Breach of Contract/Right of Entry:** If there shall be a breach of any of these conditions, Combermere Abbey Estate reserves the right to re-enter the property and terminate the tenancy without prejudice to the other rights and remedies of Combermere Abbey Estate. Combermere Abbey Estate shall be allowed the right to enter any property at all reasonable times for purposes of inspection or to carry out necessary repairs or maintenance.
26. **Complaints:** Should there be any cause for complaint during the booking period, it must be notified promptly to the Operations Manager or Housekeeping Team, and in the case of serious problems, confirmed in writing.
27. **Alterations to Bookings:** Only in special circumstances can Combermere Abbey Estate accept alterations to bookings once confirmation of a booking has been received. There will be an administration charge fee of £25.00 for any alteration made.
28. Combermere Abbey Estate reserves the right to alter prices without prior notice. However, any changes made will then be notified to the Client.
29. Combermere Abbey Estate collect personal data to perform the hospitality contract, as required by law and to provide the Client with a better service. For a full description on how Combermere Abbey Estate process and keep safe personal data please see the 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.
30. Cottages booked as part of a wedding package are subject to a separate pricing tariff and booking conditions.
31. We reserve the right to update Terms & Conditions.
32. In all cases English law prevails.