



# Combermere Abbey

ESTATE

These terms and conditions specifically apply to Cottages when booked as Self-catering cottage accommodation. The terms and conditions need to be carefully read and understood prior to paying your booking deposit.

**1. CONTRACT:** The contract for a short term holiday rental shall be made between Combermere Abbey Estate, referred to as 'the Owners', and the client, and will be entered into when Combermere Abbey Estate issues the confirmation form, subject to all of the following booking conditions.

**1. RESERVATIONS:** These will only be accepted on receipt of a completed booking form and payment of one third (33%) of the total cost of the booking if more than 8 weeks before the start of the rental. For bookings made within 8 weeks of the rental, the full amount is payable upon booking. Non-payment of the balance on or before the due date shall be construed as a cancellation of the contract by the Client and the Owners shall not incur any liability to the client in respect of any loss or damage following such cancellation. The deposit paid will not be refundable. Under no circumstances can the booking period be exceeded for accommodation and only the stated number of guests permitted in each cottage is allowed. Names of all guests staying in the cottage must be provided on the booking form.

1.2. Where applicable, the date on which the final balance is required will be sent out with the acknowledgement of reservation.

1.3. 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.

**4. MINORS:** No bookings can be accepted by those under 18 years of age.

**5. VAT:** VAT at the current rate is included within the rental fee.

**6. CARE OF THE PROPERTY:** The Client shall take all reasonable and proper care of the property and its furniture, pictures, fittings and effects in or on the property and leave them in the same state of repair and condition and in the same clean and tidy condition at the end of the rental period as at the beginning of the rental. Combermere Abbey Estate reserves the right to charge the Client for any breakages, damage or extra cleaning required of the property found on or after departure.

NB: With group bookings of two or more cottages, Combermere Abbey Estate reserves the right to take a cautionary deposit of £500.00, against breakages/damages/ additional cleaning charges or other items

**7. Online booking takes precedence over any other booking unless a provisional booking has been made. Any monies received would be returned. In the extremely unlikely event of the Owner's cancellation of the booking, the Owner's liability will be limited to the immediate return in full of all monies paid to date. Should the Owners have to alter a booking then the Owner's liability shall be limited to the offer of alternative accommodation of similar type and value or return of the deposit/ monies paid.**

**8. CANCELLATION:** Any cancellation made by the Client for whatever reason must be made in writing and addressed to the Sales Manager, Combermere Abbey Estate, Whitchurch, Shropshire, SY13 4AJ. The Client remains liable for the full balance of the accommodation. The deposit is forfeited but the owners will seek to re-let the property for the booking period and, if successful, will normally refund the monies paid, less an administration charge for any additional expenses incurred. If the property is not re-let the Client remains liable for the full hire charge

**9. CANCELLATION INSURANCE:** In view of the above, Combermere Abbey Estate strongly recommends that the Client take out holiday insurance cover to protect against the cancellation penalty.

**10. LIABILITY:** If we are prevented from accommodating your booking by or in respect of acts, events, omissions or accidents beyond our reasonable control, including strikes, lock-outs, or other industrial disputes, failure of a utility service or transport network, act of God, war, riot, civil commotion, malicious damage, compliance with any law or government order, rule, regulation or direction, accident, fire, flood or storm, we will not be liable.

**11. PERIOD OF HIRE:** Rentals commence, unless otherwise agreed with the owners, at 4.00 pm on the day of arrival and terminate at 11.00 am on the day of departure. If the Client does not arrive by 12 noon on the day following commencement of booking and the Owners have not received notification, the Owners shall be entitled to re-let the property forthwith. In the event of late departure, a late check out fee of £30.00 will be charged per hour, for the first two hours after 11am; thereafter, there will be a charge applied for a full night stay within the cottage.

**12. DOGS:** The Owner will accept one dog per cottage for which a separate fee is charged (£10.00 per night), and which must be paid at time of booking. Dogs must be over 6 months of age and fully housetrained. They 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 cottages at any time and must be kept on a leash on the Estate, except in designated exercise areas. No pets other than dogs are permitted. N.B. Dogs are not permitted when cottages are hired as part of a wedding

**13. LOST PROPERTY:** Any property left will only be returned upon request and unless specified will be sent by first class post at the Client's risk and cost. Payment of the postage charges and a surcharge of £5.00 must be made by the Client before posting. Lost property will be held for 3 months after which all items not claimed will be given to charity. Once the goods are posted, Combermere Abbey Estate will not accept responsibility for any lost or damaged goods.

**14. AMENITIES:** Use of all amenities where offered is entirely at the Client's risk and no responsibility can be accepted for loss or damage to Client's belongings, cars or their contents.

**15. BREACH OF CONTRACT/RIGHT OF ENTRY:** If there shall be a breach of any of these conditions, the Owners reserve the right to re-enter the property and terminate the tenancy without prejudice to the other rights and remedies of the Owners. The Owners shall be allowed the right to enter any property at all reasonable times for purposes of inspection or to carry out any necessary repairs or maintenance.

**16. WARRANTIES/LIABILITIES:** Combermere Abbey Estate staff have no authority to vary the Terms and Conditions of trading and not telephone or other conversations, description or opinion, albeit in good faith, shall be held to alter the Owner's printed matter.

**17. COMPLAINTS:** Should there be any cause for complaint during the occupation of the property it must be notified promptly to the Sales Manager or Operations Manager and in the case of serious problems, made in writing.

**18. ALTERATIONS TO BOOKINGS:** Only in special circumstances can we accept alterations to bookings once confirmation of a booking has been issued. There will be an administration charge of £25.00 (incl. VAT) for any alteration made.

**19. PAYMENT BY CREDIT OR DEBIT CARD:** If payment for a booking is made by credit or debit card over the telephone, the Client is deemed to have read all the Booking Terms & Conditions and agreed to be bound to them.

**20.** The Owners reserve the right to alter prices without prior notice, however any changes made will then be notified to the Client.

**21.** All accommodation has a no smoking policy and guests may smoke outside using the tubs provided for used cigarettes. The Owners reserve the right to use part or all of the damage deposit if a cottage is found to require additional cleaning or be un-rentable until cleaned due to smoking in any part of it.

**22.** Cottages booked as part of a wedding package are subject to the individual pricing and booking conditions, and bookings must be placed through our Weddings and Events office.