

ASHBROOKE HOUSE AND COLEBROOKE COTTAGES

TERMS AND CONDITIONS OF LETTING

Please read the following carefully and contact us if you require clarification on any of the points below.

The following terms and conditions apply to any booking accepted by us.

1. SELF CATERING TERMS AND CONDITIONS

A. BOOKING:

A deposit of 50% is payable at the time of booking with the balance due one month before the date of your arrival for Ashbrooke and the two weeks prior to arrival for Colebrooke Cottages.

B. MAXIMUM OCCUPANCY:

The number of guests permitted to stay in the cottages or Ashbrooke House is restricted to the number declared at the time of booking. Should you wish to have additional guests, written permission from the Ashbrooke Manager is required. Failure to get written permission could result in the termination of the contract without compensation.

Ashbrooke house sleeps 16 in 8 bedrooms, this is maximum occupancy. There will be a charge if the house and Whitehill Cottage are rented for a group booking in order to cover the increased footfall on the property this is an extra £20 per person per day. This charge is only for those guests over the number 16 who will be resident at Ashbrooke. The maximum daily footfall permitted for Ashbrooke is 20 people.

Parties Whilst at Ashbrooke:

If you are planning a party at Ashbrooke, you must inform the management in advance. If the numbers exceed the occupancy levels of 16 guests, we need to be informed and the required extra footfall charge will need to be discussed. Extra charges will be dependent on the number of extra guests and facilities required.

C. CANCELLATION POLICY:

A minimum of 30 days is required for the return of a deposit or cancellation. Cancellations made more than 30 days in advance of the booked arrival day are entitled to a full refund.

COVID-19 Cancellation Policy:

Due to the coronavirus pandemic, Ashbrooke House and Colebrooke Cottages would like to assure its guests that the management will either refund or reschedule bookings that have been cancelled due to government regulations that restrict travel, put the country in lockdown or prevent Ashbrooke or the Cottages from trading. Ashbrooke House or Colebrooke Cottages cannot offer a refund within the 30 days prior to the arrival date if the reason is not due to the above COVID government legislation. We will always try to accommodate the rescheduling of a cancelled booking wherever possible.

D. ARRIVAL TIMES:

The Cottages/Ashbrooke house will be available from 3.00 pm on the arrival day unless otherwise agreed and must be vacated at 11.00 am on the day of departure. Late departure can be arranged if the bookings permit. Please ask when booking.

E. SMOKING:

No smoking is permitted in any of the Cottages or Ashbrooke House.

F. PETS:

The management must be informed if you wish to bring your dog / dogs to the properties.

Well-behaved, house-trained dogs are welcome in the Cottages and Ashbrooke. A fee of £25 per dog must be paid and there is a limit of two dogs maximum (unless otherwise agreed by the management). They are strictly not allowed in bedrooms or carpeted areas. This is vital as some of our guests may be allergic to dog hair. If dogs have been in the front three rooms of Ashbrooke house or in any bedrooms, then regrettably, the guests will forfeit the damage deposit. This is to pay for professional cleaners. Whilst out walking, dogs must be kept on leads and consideration given to wildlife on the estate.

G. DAMAGES:

A Damage Deposit of £300 for Ashbrooke House (increased to £500 for hen parties large group bookings or with the management's discretion) is payable two weeks before arrival and will be returned after the property is checked. Management will check the Cottages and / or Ashbrooke House within 24 hours of your departure and should there be any damage or breakages, you will be held fully liable. The person signing the copy of these terms and conditions on behalf of the guest party, accepts full liability for, and agrees to indemnify the management on a full indemnity basis (without set off or counterclaim) against any loss or damage and costs that may occur as a result of your stay, for which you shall be required to accept full and unlimited responsibility.

Damages include those caused by vomit or bedwetting or any other unsavoury spillages. If you require waterproof bed protectors, please ask in advance of your arrival date.

H. CLEANLINESS:

The Cottages or Ashbrooke House must be left clean and tidy when you depart as far as possible in a similar state as to that which it was found on arrival. The kitchen is to be left clean and tidy with all glasses and crockery returned to their rightful place. The House or Cottage will be subject to inspection on departure of the guests.

Hot Tub:

The management is delighted to announce that hot tubs have been installed at Whitehill and Ashbrooke. Guests are asked to shower before using the hot tub. Guests are asked to take extra care not to bring dirt or grass into the hot tub. Extreme caution is to be taken regarding beverages at the hot tub and plastic glasses must be used. Spillages in the hot tub must be reported to the management. The lid must be replaced and jets turned off after use and care and thoughtfulness for other users considered at all times. The management reserves the right to refuse use of the hot tub should they deem it to be being misused. Please read and adhere to full hot tub rules as shown on the website and in the properties.

I. RIGHT OF ENTRY BY THE MANAGEMENT:

The management of Colebrooke Cottages and Ashbrooke House reserves the right to enter the property at reasonable times for the purpose of inspection or to carry out emergency repairs or maintenance.

J. LIABILITY:

Colebrooke Cottages and Ashbrooke House will not accept liability for any loss or damage to guests' property either within the Cottages or Ashbrooke House or outside of it.

K. CANCELLATION OF BOOKING BY COLEBROOKE COTTAGES AND ASHBROOKE HOUSE:

In the unlikely event that circumstances beyond our control make it necessary for the booking to be cancelled, Colebrooke Cottages and Ashbrooke House will refund in full all booking fees. No other compensation will be considered.

L. WI-FI:

The cottages are equipped with wi-fi, however due to the distance from the nearest exchange we cannot always guarantee an uninterrupted service.

M. INSURANCE:

It is the guest’s responsibility to take out adequate insurance to cover themselves adequately for their journey and holiday.

2. GENERAL HOUSEKEEPING

A. All bedlinen and towels are provided, if you stay for more than one week we will also change the sheets and towels as part of your booking fee. Timings for this will be arranged in advance.

B. Please let us know as soon as possible if there are any aspects of your stay that you are not fully satisfied with and we will do our best to investigate and where your complaint is upheld, we will use our reasonable endeavours to rectify the problem as soon as possible.

C. If you wish to have the Cottage or Ashbrooke House cleaned during your stay please let us know—this will be for an added cost.

D. With appropriate notice we can organise a chef to cook for you at Ashbrooke House. Please give us as much advanced warning as possible.

E. You will be asked on or prior to arrival to provide photographic identification acceptable to the management.

On behalf of the guest party, I irrevocably accept and agree to the above terms and conditions.

Signed by:

Name:

Address:

Date:

Number in Guest Party:

Proof of ID provided:

Proof of Address provided: