

Please read these terms and conditions thoroughly and in signing these you and your party are agreeing to abide by them during your stay at Walcot Hall.

- If for any reason you have to cancel any monies paid are strictly non-refundable. However, you are welcome to postpone to a later date.
- Arrival- Your accommodation will be available to you from 4.00 pm on the day of arrival, unless otherwise arranged. We may not be able to accommodate you if you arrive earlier than the agreed time as we will be busy preparing for your arrival. Late arrivals please keep us up to date if you are delayed.
- Departure – We ask you to vacate the property by 10am on the day of your departure. Please leave the house tidy, no need to clean thoroughly we will do that. Just make sure the house is left as you found it. If not an additional cleaning charge will be applied out of your deposit.
- Absolutely NO additional guests unless agreed prior to your stay, otherwise £200 ppn will be due immediately. You cannot allow more people than you have booked to stay in the accommodation, nor can you significantly change the makeup of the party during the duration of your stay in the accommodation. The size of your party and makeup of it were specified in the Confirmation of Booking we sent you. We reserve the right to refuse entry or ask you to leave if there are more people in your party than the number specified in your booking confirmation.
- Dogs -We welcome well behaved dogs to the property; just let us know on your booking form as there is a surcharge of £20 per dog. In the house we welcome dogs but they are NOT allowed upstairs or on the furniture. In the Yurt, We have a strict 'No Dogs' policy. Please clear up any mess they leave within the grounds and deposit in the grey bins outside.
- Damage & Breakages deposit is £500 per staycation. Payable with the final payment of your staycation. This is refundable within 5 days if no damages are found.
- Damages & Breakages - Please take care when staying in our property. You are responsible and liable for any breakages or damages, which you cause to the accommodation or its contents. All we ask is that you report any incidents as they occur. Any breakages and damage will be deducted from the damage deposit. Any make up stains on our sheets that cannot be removed will also be charged for full replacement, we use 600 thread count Egyptian cotton and they are expensive to buy and replace.
- The lead person noted on our terms and conditions will be the person liable with regards to any breakages or damages sustained during your stay.
- As we have macerators on our toilets in every en-suite, please follow the instructions on how to use them. Any blockages found due to misuse will be charged to you at the end of your stay.
- No smoking in the house or Yurt .
- No drinks upstairs except water.
- No shoes to be worn in the house or Yurt.
- Noise - Please do NOT make unnecessary noise after 11pm in the garden. Please respect our neighbours.
- If you rent out the Yurt during your stay, this is purely for accommodation and NO parties are allowed. Maximum 2 adults (4 adults are not allowed to stay in the Yurt)
- Strictly NO fireworks.
- No campfires.
- Barbecue - if you use it, it must be returned to the way you found it or there will be a £40 cleaning fee.
- Swimming pool – Strictly a maximum of 6 people, do not leave children unaccompanied and do not use after 11pm. The swimming pool is used at your own risk.
- Swimming towels - Please bring these with you as they are NOT supplied.
- Our Horses - Please respect our Liveries; do not go near the horses as they can be unpredictable. It is ok to ask for permission to see them and We will try to facilitate your request.
- We do not advocate any kind of drugs use, if we suspect that any of your party are using drugs the Police will be called and your staycation will be immediately curtailed and termination with no refund. You will be asked to leave the premises immediately.
- Any abusive, bullying, blackmailing or threatening behaviour towards the owners of Walcot Hall, their staff or independent contractors will not be tolerated under any circumstances. Your booking will be terminated immediately, and no refund will be given.
- Please note that the owner will be onsite in a self-contained apartment within the house. This is to ensure there are no problems for guests during your stay. Your privacy will be totally respected at all times.
- Liability - We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.
- Privacy Policy - Any data collected during the course of this booking will be stored on our computer. With your permission we may from time to time contact you about promotions and offers. We will not share your details with any third party.
- Problems and Complaints - Every effort is made to ensure that you have an enjoyable holiday. If however, you have any problem or cause for complaint it is essential that you contact us immediately to give us the chance to resolve it. We value your custom and want you to return. We cannot rectify things if you complain after you have left.

Signed \_\_\_\_\_ Date \_\_\_\_\_

Print Name \_\_\_\_\_