

GOODNESTONE PARK

BOOKING CONDITIONS & GENERAL INFORMATION

General

When you book a stay directly with the Owners- The FitzWalter Partnership- you do so on the following conditions. Bookings made via the Owners' agents may contain different terms & conditions. The conditions below set out the basis of your contract with the Owners for the rental of Goodnestone Park- the Property.

Bookings

Bookings and offers of bookings are all subject to availability. When you submit a booking via our online reservation system you will receive an automatically generated booking summary by email to the email address you provide in the booking form. This does not form a contract. A contract shall only arise when your booking is confirmed in writing by a letter of confirmation sent by email or post directly from the Owners. The Owners retain the right to refuse or cancel any booking, for whatever reason, within 48 hours of the booking being received. The leader of the party making the booking- the Client- must be over 21 years of age at the time of booking. Please check all booking details carefully and inform us of any incorrect information immediately.

The Client makes the booking as a consumer and agrees that the Owners accept no responsibility for any business losses however incurred.

Non-availability of property

If for any reason the Property is not available on the dates booked or the Property is unsuitable for letting, all rent and charges paid in advance by the Client will be refunded in full but the Client shall have no further claims against the Owners.

Pets

Pets are only permitted by exception with the prior written consent of the Owners. When permitted pets are to be kept under control at all times and exercised away from the house. Pets are not permitted in the bedrooms or on furniture and the Owners cannot accept any responsibility for their safety. Guests with allergies should be aware that pets may have been in the house in the past. Registered guide dogs are allowed but you should inform the Owners at the time of booking if you wish them to accompany you on your stay.

Payment

Where a booking is confirmed more than eight weeks in advance of the intended stay a deposit of 30% of the total rent is payable immediately on confirmation. The balance of 70% is payable eight weeks before the commencement of the stay. At the same time any charges for additional services will be payable. If the balance of 70% is not paid on time then the booking may be cancelled and the 30% deposit forfeited.

Where a booking is confirmed less than eight weeks in advance of the intended stay the full amount of the rent is payable immediately on confirmation plus any charges for additional services. In the event of a booking not being accepted by the Owners all payments will be refunded in full.

Payments can be made by cheque, bank draft or transfer, or by debit or credit card.

Security Deposit

A security deposit of £ 1,500 is payable at the same time as the balance of the rent eight weeks prior to the stay or with the full rental if this is payable in under eight weeks before the stay. The deposit can be paid by cheque, bank draft or transfer, or by debit or credit card. Funds may be debited from the deposit in the event of theft, breakages, damages or excessive cleaning costs or reasonable complaints of any nature. This list is not exhaustive.

Filming

The use of the Property for filming of any kind or for promotional events of any kind is not permitted without the prior written consent of the Owners except for still and video filming for private domestic purposes. The use of drones is not permitted without the prior written consent of the Owners.

Act of God

Both the Owners and the Client will not be liable for their respective obligations under this agreement in circumstances amounting to Acts of God. An Act of God means any unusual and unforeseeable events beyond the parties control, including but not limited to war, threat of war, civil strife, natural or nuclear disasters, fire, epidemics, terrorist activity, governmental action, acts of God.

Brochure Details

We make every effort to ensure that the information on our website, in our brochures and in other promotional material is up to date and accurate. However, details and prices may be subject to variation and availability is constantly changing. Please check all the relevant details and arrangements with us at the time of booking.

Liability

The Owners shall have no liability for any death or personal injury unless this results from the negligence of the Owners or their employees (acting in the course of their employment). In addition the Owners do not accept any responsibility for the safety of or the loss or damage to the Client's and guests' possessions whilst on the Owners' property or land unless such loss or damage is caused by the negligence of the Owners or their employees.

Concierge and other bookings

The Owners keep a list of approved suppliers for ancillary services which is available on request. All suppliers are required to maintain their own third party liability insurance cover and the Owners do not accept responsibility for death or personal injury as a result of the use of any ancillary services unless caused by the negligence of the Owners or their employees. All ancillary services are payable in full by the Client in advance and cancellation terms may vary according to individual suppliers' terms & conditions. The Owners reserve the right to charge commission on services bought by the Client from non-approved suppliers.

Access & Parking

There is ample free parking on site and the house has wheelchair access to the ground floor rooms only.

Television, internet and mobile phones

The house is equipped to receive terrestrial TV channels and has high speed wi-fi connectivity. The mobile phone reception is poor within the house but satisfactory outdoors.

Booking cancellation

If the Client needs to cancel a booking the Owners should be notified in writing as soon as possible. If the booking is cancelled more than eight weeks before the commencement of the intended stay then the 30% deposit will be forfeited but no further payment will be due. If the booking is cancelled by the Client less than eight weeks before the intended stay then 100% of the rent shall be payable regardless of the reason for the cancellation. Clients are advised to take out cancellation insurance as appropriate.

Client requests to amend bookings at any time up to 8 weeks prior to arrival may be accepted at the Owners' sole discretion.

The Property

Normal check in time is 4pm on the day of arrival and normal check out is 10am on the day of departure. These times may be varied with the consent of the Owners.

Whilst staying at the Property it is the responsibility of the Client to ensure that the house is kept clean and tidy and that it is left in this condition at the end of the booking. The Owners reserve the right to charge the Client for additional cleaning services if the house is left in a poor state of cleanliness. The Owners reserve the right for their employees to enter the house during reasonable hours to check on its condition or at any time to deal with emergencies.

Bed linen and towels are provided within the rental charges and are changed weekly during tenancies exceeding that duration. More frequent changes can be arranged for an additional charge. Cleaning is not included during the stay but can be arranged at additional charge.

The Owners reserve the right to bar from the Property any member of the Client's party whom it believes has or is likely to cause significant damage to it and is under no obligation to find alternative accommodation for the Client or that party in such circumstances.

At the time of booking the Client will be asked to provide details of the purpose of the stay and the names and approximate ages of all guests and the composition of the party may not thereafter be changed without the agreement of the Owners. The Owners reserve the right to refuse entry to a Client and his/her party in the event that its composition or the purpose of their stay has been materially misrepresented and in such circumstances no refund will be payable and the Owners will be under no obligation to provide alternative accommodation.

The Property cannot be used for commercial gain nor the rental agreement sublet or assigned to a third party.

Personal Safety

The Property has ponds and other natural hazards and it is the responsibility of the Client to ensure the safety of his/her guests at all times.

Special occasions

No party, event or gathering may take place at the Property which exceeds the maximum agreed occupancy numbers for the booking without the consent of the Owners and alcohol may not be sold on the premises without permission. Any breaches of these conditions entitles the Owners to repossess the property without notice or compensation.

Losses and Damages

The Property will have been thoroughly cleaned and checked before each stay. If you find any issues with the state of the house please notify these to the House Manager as soon as possible after arrival. Any losses or damages thereafter will be the Client's responsibility and should be notified to the House Manager before departure so that any charges can be agreed if possible before you leave. All such charges will be deducted from the security deposit.

Smoking

Smoking is not permitted anywhere inside the house.

Fireworks

Fireworks are not permitted from 1st July to 30th November each year. At other times they are allowed subject to the Owners' approval in writing in advance.

Complaints

Any complaints should be notified to the Owners or the House Manager immediately so that they can be investigated and dealt with without delay and corrective action taken as appropriate. Compensation will not be payable for complaints raised after the stay has been completed or where the Client has denied the Owners the opportunity to take corrective action if possible during the stay.

Communications and Data Protection

In order to process a Client's booking we will need information about them and their bank or credit card details and about their guests. Please refer to our Privacy Policy on our website www.goodnestone.com

Law

The contract between the Owners and the Client is governed by the Courts of England and Wales. The Client's statutory rights are not affected by anything contained in these booking conditions.

