

Dear Guest

Thank you for considering Classic Country Houses for your forthcoming celebration. You have found a unique and fabulous property and we have put into place Terms and Conditions to ensure all parties understand their responsibilities when confirming the booking.

Please read these carefully before paying your non-refundable booking deposit which we will take as your agreement to the Terms laid out in this document.

#### Classic Country Houses Terms of Business

For the purposes of this document "The Client " will be the main point of contact and the lead person who will be responsible for payment of the event, breakages and the behaviour of guests, subcontractors and anyone gaining access to the property and grounds during the rental period.

"The Owner" shall mean the Proprietor of the operating business, Classic Country Houses, or any employee of the business responsible for the property bookings and marketing.

The contractual relationship shall be between these two parties and it is both parties responsibility to ensure all other persons connected with the booking are aware of these Terms.

#### Enquiry Stage

At the initial enquiry stage you will be given availability for the property at that time. The property booking will only be deemed as confirmed on receipt of the non-refundable booking deposit. Once the non-refundable booking deposit is received the client is welcome to a complimentary double room/ family room for an overnight stay at the property they have booked prior to their event dates. This is so that the client can experience the property and obtain a more comprehensive show round of the property.

#### Pricing and Booking Policy

All current prices are in pounds sterling and are shown on the company website, ([www.classiccountrypages.com](http://www.classiccountrypages.com)), the cost of each event will be discussed and confirmed to the client in writing. The booking and price will be deemed firm once a non-refundable booking deposit has been paid, which will be required within 14 days. All amendments to the booking after this time must be made in writing to the Owner and numbers of guests should not change by more than 10% without consultation with the Owner. Additional costs for items such as the hiring of the swimming pool, clay pigeon shooting, sofas and Z beds etc will be added to the final invoice. 8 weeks before the event the balance of the rental fee will be due together with the security deposit.

Where possible the Owner and the Client will agree any damages, breakages etc within 48 hours of the event. The security deposit will be returned via bank transfer within two weeks of the event subject to damages and disputes being resolved, the Client will be requested to supply their bank details in advance of the event. Please note the Owner requires the account to be paid by the Client only and cannot be split between individual parties. Where payment is made by credit card there will be a 2% handling fee.

#### Cancellation

In the unfortunate circumstances the Client can no longer proceed with the booking the following charges will apply. On cancellation the non-refundable deposit to secure the booking will be forfeit.

Within 6 months prior 50% of the remaining amount and within 3 months the total amount is due. All cancellations must be made in writing to the Owner.

If the event has to be cancelled by the Owner due to unforeseeable circumstances such as Force Majeure including but not limited to death, terrorism, act of God, riot, war, Government legislation then any monies by the Client will be refunded and depending on the circumstances the Owner will assist in offering alternative arrangements. The Owner cannot be held responsible for the above nor for an event which is disrupted due to adverse weather conditions, travel delays etc. In the unlikely event of disruption to the supply of electricity, gas or water, the owner and/or representative will always endeavour to resolve the situation as soon as possible, however the responsibility will normally lie with the maintenance service provided by the relevant suppliers.

#### Complains & Disputes Policy

Classic Country Houses requires written complaints within 72 hours of your stay in order to deal with them efficiently. Classic Country Houses reserves the right to withhold refunding of the security deposit until disputes are settled. Please note that it is the responsibility of the booking party to ensure all damages and disputes to the property and estate, including but not limited to; rooms, furniture, electrical equipment/appliances, fences, vehicles and gardens, noise pollution and breach of our terms and conditions are reported prior to departure, and that these damages/disputes are deductible from the security deposit for that property.

#### Care of the Properties.

The Owner reminds the Client that the property in which they stay is a home and all possible actions should be taken by the Client to ensure all guests and sub contractors understand this and treat the property and its contents with respect. All properties are non-smoking and £600 will be deducted from the security deposit should there be any evidence of smoking in the house. Ashtrays will be provided outside and must be used when in the grounds. We would ask that you leave the property as you will have found it on your arrival, all washing up done, all cutlery, crockery and glassware to be returned to the cabinets or place of storage they were taken from. Entertainment should cease no later than 1.00am, except for Brockington Hall which can be up to 3am, in all cases the privacy and tranquillity of local residents, and in the case of Park Hall their private tenants, must be respected at all times. Failure to adhere to this rule can result in a charge being made against your damage deposit.

At The Malthouse, Minster House, Ripley House and The White House, there is a strict no alcohol policy, whereby if evidence of guests bringing alcohol into the property that is not purchased from the bars on site, is found, the security deposit will be forfeited.

The late night bars are only available when booked at least 1 week in advance of arrival, please note that the start time of the late bar will commence once all general public have left the bars, and the staff have locked up the property to the general public. The bar will then recommence following a close down period of 1 hour for residential guests only. Please also note that these three properties operate on a maximum of 3 guests smoking out doors after 12 midnight, to ensure noise pollution in the residential areas is not incurred. Failure to comply with this policy will result in a deduction from the security deposit.

Well-behaved dogs are allowed at some properties but you must confirm this when booking your event, and during your stay they must remain in the specified area designated at each property, they are strictly prohibited from entering the buildings, public rooms or bedrooms under any circumstances. The Owner can accept no responsibility for any accident, loss or damage to the Client's property, vehicles or belongings whilst on site.

Should any visitor's behaviour fall outside that which would be expected from a reasonable person it is the Client's responsibility to ensure that person is removed from the site. The Owner has the right to visit the site at any time to ensure compliance with these standards. Please note with all the properties in the Classic Country Houses Collection, that they are homes of the owners, therefore it is recommended that when it comes to showers/ bathing times that clients organise their group to stagger their bathing times, as the hot water capabilities of the houses are not that of hotels. Staggering bathing times will ensure no guests will be without hot water for prolonged periods of time.

#### Park Hall

In the case of Park Hall the Client should note that there are tenants in residence on the estate and within wings of the main house, however they do have their own private access to the Main Hall. The Owner also has an apartment within a wing of the house and access to this is achieved via the veranda corridor near the kitchen. Fire regulations limit the numbers in the house during civil ceremonies to 40 per ground floor room/grand entrance hallway and 160 in total. In the case of larger parties access to the Hall should be limited to residents only. Panic alarms are situated throughout the Hall. The Client must ensure these are only activated in an emergency and therefore are kept out of the reach of children. The indoor swimming pool can be hired for your event, the cost to heat the pool together with the running of the air handling plant is £80 per day, for the pool to reach optimum temperature the process starts four days prior to your arrival, therefore the cost will be £320 plus the number of days of your stay. Please note that if the pool is not heated it will not be available and will be locked for the duration of your stay. The pool hire is subject to the following safety conditions; Glass items are not allowed into the Pool area including changing rooms. For large celebrations and weddings the Pool area will be locked for the duration of the main event and reopened at 8.00am the following morning. The Client must ensure no one enters the pool if they have been drinking alcohol. A responsible adult must supervise children under the age of 16 at all times. For all normal days of the pool being open the pool complex will be required to be locked at 9.00pm and reopened the following morning.

There is a strict No Red Wine policy in the Piano and Morning rooms. One set of table linen, crockery, cutlery and glassware will be available for your use for up to 34 people. Additional equipment should be organised with caterers.

With regard to Clay Pigeon Shooting, it is the responsibility of the Client to ensure no participants have been drinking alcohol and no one under 16 is allowed to shoot. It is vital that all participants follow the instructions of the Shoot Captain and his representatives, this includes those who are only watching, and they will be required to stand in a designated area and avoid causing a distraction to those who are shooting. The organiser of the shoot will be required to sign a disclaimer and ensure all participants understand their responsibilities during the activity. During all activities it is vital that the all guests ensure all field gates are kept shut to protect the livestock; their wellbeing is of great importance. In the event of them entering the garden areas and causing damage or escaping onto

the highways, costs maybe incurred and will be chargeable.

**Removal of Rubbish** You are responsible for the removal of all rubbish at the end of your stay. Each property will have specific instructions displayed and provide information with regard to the local rules on rubbish and recycling, failure to comply with this instruction may result in fines, which will be chargeable.

#### Licences and Insurance

It is the responsibility of the Client to ensure all licences for the sale of alcohol and entertainment are covered if required. Also where Shooting has been booked it is the Client's responsibility to ensure they have taken out necessary insurance, as the Owner will not cover this. It is recommended that all clients take out event insurance.

#### Access to the Property

Access for guests is from 4pm on the first day and check out time is 4pm on the last day, except in the case of The Old Vicarage where in high season departure is 10am prompt. It is the responsibility of the Client to ensure all equipment and all rubbish has been removed before leaving. Access for one day events are subject to separate negotiation. Access for private marquees (if not using the Owners) will be 9am on the Wednesday prior. All other deliveries must be timed when the Client will be in residence as the Owner will not take any deliveries before 4pm on the first day. All subcontractors must have left the site with all equipment by 12noon on the last day. Access to the Estate must to restricted to subcontractors and invited guests only and the Client should put in place appropriate measures to ensure this is the case. Should the cost of the damages outweigh the security deposit amount Classic Country Houses reserves the right to charge the card details you have left with us the remainder of the bill should they not be able to contact the client within 7 days of departure.