



GREAT HAGLEY ESTATE

TERMS AND CONDITIONS

By placing a booking with Great Hagley Estate Ltd you (the lead guest) and your booking party (guests) agree to the following terms and conditions. During your stay you agree to abide by these conditions. If you have any questions about booking with us, please contact us before making a booking at info@greathagleyestate.com

To place a booking with us the lead guest must be at least 18 years of age. The maximum number of staying guests per room is set out in the room occupancy details on the website. Where the person making the booking is different to the lead guest taking up the occupation, the person making the booking may be held responsible for cancellation, non-arrival and damages. Only the lead guest and the named booking party are allowed to use the property and its facilities, any third party visitors are only allowed access at our express permission.

To secure any booking we require a deposit to be paid in advance, this deposit amount is 50% of the total payable for the booking.

Deposit payments must be 'cleared funds' before a booking can be confirmed. Deposits are only refundable under the conditions set-out here within.

The remaining balance for the booking is due 7 days prior to arrival at the property.

Payments can be made online by BACS transfer or cash deposit.

All guests agree to respect the privacy and peace of all other staying guests and the owners at all times. We reserve the right to cancel a booking with immediate effect if guests are not honouring this agreement or causing a disturbance/nuisance to other guests or the owners.

Check-in & Check-out

Guests must check-in and check-out by the times stated below;

- Check-in after: 14 00 and before 22 00 on day of arrival
- Check-out by: 11 00 on day of departure

Cancellation, Deposit & Non-Arrival Conditions

Guests who need to cancel a booking should contact us as soon as possible. Deposits already paid are only returned in accordance with the following conditions;

- Cancellation made 30 days or more in advance of arrival date = Full deposit refund
- Cancellation made 29 days or less of arrival date = 50% of deposit refund
- Cancellation made 7 days or less of arrival date = No refund issued, full amount of booking due.



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Anyone who has made a booking but does not turn up without having given prior notice for whatever reason forfeits their deposit paid and the full amount of the booking will be due. It is suggested that booking guests take out appropriate holiday / cancellation insurance where required.

In the rare event we need to cancel your booking with us, please be aware that we cannot be held liable for circumstances beyond our control and that our liability to you is limited to the refund of any payment already made.

Wi Fi Fair & Appropriate Usage Policy

Where Wi Fi Internet access is provided, guests accept to use this access to the Internet fairly and appropriately. We may monitor network performance and user usage in order to maintain a fair and high level of service to all our guests.

The Internet access provided is intended for general use such as access to the world wide web, email, messaging, social media, light video / music / media streaming. It is not intended or ideally suited for heavy media streaming, online gaming, extensive downloads / uploads. Access to illegal activity or use of our network for illegal activity is prohibited and will be reported to local authorities.

Damages & Lost Property

We reserve the right to charge the lead guest for any damages caused through the course of a booking by any member of the booking party. This includes but is not limited to, breakages, spillages, stains, damage to furniture or fixtures and fittings. Any accidental damages should be reported as soon as possible in order to minimise damage and associated costs. Lost keys will incur a replacement charge of £25 per key lost.

For bunkhouse bookings we require a deposit of £200 per booking. This is refundable on departure once the bunkhouse has been checked for any breakages or damages.

Any lost property, if discovered and found, left behind by guests during a stay will be held for a period of 1 month. While we will make our best efforts to reunite lost property with their owner's we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belonging before checking-out. We may offer to post lost items via recorded delivery at the cost of the guest, otherwise collection can be arranged.

Smoking and Vaping

Smoking of any tobacco products including, but not limited to, cigarettes, pipes, cigars, snuff, chewing tobacco or vaping is only allowed outside.

Pets & Service Dogs

We do not accept pets throughout the accommodation, except for service dogs.



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Parking

Parking is available on site, however guests accept that they park their vehicles at their own risk. Parking is only permitted in the designated areas.

Our Right To Cancellation

We reserve the right to cancel any booking without compensation, refund or reimbursement if the terms of these conditions are breached.

Liability

Guests can access the Activity field (at a small additional cost) and Activity Room to take part in recreational activities and use the specified paths on the Estate for walking, wild life spotting and associated activities. Great Hagley Estate has taken action to reduce risks to their lowest practicable level, however some natural hazards remain, including, without limitation, wet grass, muddy paths, loose stones and biting insects. The sports equipment provided is checked and maintained, however the use is the responsibility of guests. Guests acknowledge this and accept that they will use the paths, the field and activity room at their own risk. Guests are not permitted to use any fixed activity equipment on the field or the climbing wall without prior arrangement with Great Escape Team Building Ltd.

June 2020.