



### **Bed Linen, Towels and Tea Towels are provided**

**Arrival and departure** - Guests are asked to arrive after 4pm and depart before 10am, unless stated otherwise on your Reservation Agreement. We request that cottages are left clean and tidy on departure.

The accommodation is all **non-smoking** .

The property is available only for the **number of people** as quoted on the Reservation Agreement. Any other guests using the facilities will be asked to leave unless this has been notified and given permission by email from Ashbourne Self Catering Ltd.

**Breakages & Wear and Tear** – The Refundable Damage Charge will be returned in full following your stay by BACS or card refund if the following points are adhered to.

- Accommodation is left in a clean and tidy order
- All beds are stripped of bed linen (not pillow or mattress protectors) at your departure.
- No excessive wear and tear or breakages.

In the event of breakages or damage, the detail will be notified and discussed with the client prior to deduction from the refundable damage charge.

**Cancellations** – Once a Booking is confirmed by Ashbourne Self Catering Ltd, the Guest is responsible for the full balance of the cost of the holiday.

Once the holiday is confirmed by Ashbourne Self Catering Ltd the guest has entered a legal contract which is non-refundable under any circumstance.

In the event of a cancellation by you, you must notify us as soon as possible in writing.

In an event of the accommodation becoming unavailable due to a problem with the house or its facilities, we have the right to cancel your reservation in advance and you will be refunded the full amount of the booking. We would only cancel your accommodation if it was unavailable for reasons beyond our control such as fire, flooding or structural problems. We would attempt to offer you alternative accommodation - however if this was not possible, or unacceptable to you, then we would refund all monies paid by you for the holiday.

Liability would not extend beyond this refund.

**Hot Tub** – The hot tub is out of use between 10pm and 6am the following morning due to self-cleaning and filtering activity. The hot tub **must not be** used during this period.

**Swimming Pool** – The outdoor pool (Shiningford guests only) is useable from 6am-6pm, during its open season from April to October.

**Candles** – No naked flame candles are allowed in the venue, please use LED only

**Behaviour** - We expect all our clients to have consideration for other people in the vicinity, with particular focus on noise levels after 10.00pm. CCTV is operational in external areas. If in the owner or property managers reasonable opinion, you or any member of your party



behaves in such a way as to cause or be likely to cause danger, upset or distress to any third party or damage to the property, or in any way damage the reputation and/or goodwill of the Owner we are entitled, without prior notice, to terminate the occupation of the person(s) concerned. In this situation, the person(s) concerned will be required to leave the property. We will have no further responsibility toward such person(s). No refunds will be made and we will not pay any expenses or costs incurred as a result of the termination. Should we receive complaints concerning your behaviour and specifically noise we reserve the right to permanently withhold some or all of your refundable damage charge.

**Music** –No outdoor music (smartphone & iPod included) is permitted after 10pm. All music & noise must be retained at an acceptable volume during your stay.

**Indoor Music** –All amplified music must be played within the house and during this time, all conservatory doors and all windows must be closed. All Amplified music must cease by midnight. All other music must cease by 1am.

**External suppliers** – Prior to your stay, we must be notified of contact details of any external suppliers coming onto the venue. A generator will be necessary if an electrical source is required externally

**Utility Supply** - Ashbourne Self Catering Ltd cannot accept responsibility for a shortage of water or a lack of electricity at the Accommodation where this is as a result of a drought, an act or omission of the relevant water or electricity supply company or for any other reason outside of Ashbourne Self Catering Ltd's reasonable control.

**Insurance** - Guest's personal belongings are not covered by our insurance.

**Substances** – We operate a zero-tolerance policy with regards to illegal substances and so-called legal highs. If any evidence is found of substance use, we reserve the right to withhold your damage charge.