



**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.

**Security deposit**– this will be returned in full following your stay by BACS or card refund if you and all members of your party agree;

- To keep the property clean and tidy
- To leave the property in a similar condition as you found it when you arrived
- To strip beds of bed linen (not pillow or mattress protectors) at your departure.
- No excessive wear and tear or breakages
- To remove all bottles and rubbish from the property
- To move furniture back to its original place
- To clean the kitchen including the cooker
- Dirty crockery/ cutlery/ glasses to be washed & put away. Food cupboards, freezers are cleared out.
- Hot tub & plunge pool lids are replaced & cushions put away and litter removed each evening.

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.



**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. 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.



### **Hot Tub/Swim Spa user information**

As the lead guest you are responsible for ALL the people in your party staying at any one of our Ashbourne Self Catering properties. You are accepting that you are aware and agree to this information. A copy of the rules will be available in your property guest welcome folder or mounted on the wall.

The lead guest is responsible for making sure that all members of their party, and their guests, are aware of, and strictly adhere to the guidelines for proper use of the hot tub.

#### **Hot Tub Rules:**

We understand that having a hot tub or swim spa in your self-catering accommodation is a truly luxurious touch and will enhance your experience at any one of Ashbourne Self Catering properties. We want you to have pleasurable experience relaxing with friends and family for your special celebration or get-together. For your (and your guests' safety), it is essential to understand and adhere to the advice and guidelines for proper use as outlined below:

All hot tubs are emptied, cleaned and refilled on a Wednesday ( Monday Hollywood House) between 7am and 4pm. Therefore, the hot tubs may not be up to temperature until late evening/early the next morning.

- Ashbourne Self Catering takes no responsibility for any accident, injury or health issue resulting from the use of the hot tub.
- The hot tub/swim spa must never be switched off at the mains. Only authorised maintenance personnel are authorised to control the mains power.
- Hot tub cleanliness is paramount. For your own safety it is essential that the water is kept clean, as failure to do so results in the water balance changing, which seriously diminishes the effectiveness of the sanitising chemicals. Our authorised maintenance personnel will check the chemical balance of the hot tub periodically to monitor the levels of micro bacteria, water balance and quality. This may be up to 2 times a day (dependent on usage). Water balance/chemicals will be adjusted as necessary and results recorded. This procedure is a safety requirement for hot tubs in holiday properties and ensures that the chemical balance of the water remains continuously safe for your enjoyment throughout your stay.
- If upon inspection the hot tub is found to be dirty due to misuse, it may be necessary for us to empty the hot tub and switch it off. We reserve the right to turn the hot tub off for the remainder of your stay.
- Do not exceed the maximum number of bathers per hot tub/swim spa (one per seat)
- People with infectious diseases should not use the hot tub.
- Do not use the hot tub after a heavy meal or whilst under the influence of drugs, alcohol or medication.
- People on medication should always consult their doctor before using the tub.
- People who are pregnant, obese, have heart conditions, blood pressure problems, circulatory problems, skin conditions or diabetes should always consult their doctor before using the tub.
- Do not use the tub immediately after strenuous exercise.

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## Ashbourne Self Catering

- Prolonged use of the hot tub can lead to hyperthermia. This is a dangerous condition where the internal body temperature exceeds 37 degrees. Symptoms may include failure to perceive impending hazard, failure to perceive heat, failure to recognise the need to leave the tub, unconsciousness and drowning.
- Do not open the electrical box of the hot tub.
- Do not allow any pets in the hot tub.
- NEVER leave one person alone in the tub or let them sleep in it. This could lead to drowning.
- Do not drink the water, or allow the water to enter your mouth.
- NEVER allow children under 5 in the hot tub. All children over 5 must be supervised by a responsible adult.
- Please treat the tub as if it were your own, as maintenance is expensive.

This is an important health and safety legal requirement for hot tubs used in a commercial environment. You must adhere to the guidelines set out in this document. Failure to do so could result in injury or death and Ashbourne Self Catering Ltd accepts no liability, due to loss or injury in relation to inappropriate behaviour or misuse whilst in or around the confines of the hot tub.

**Please note** – To comply with HSE regulations the hot tub water is checked every day. (If access to the hot tub is through the house, a member of staff will need access every day during your stay) There are a few simple rules to follow so that you can enjoy the tub throughout your stay.

### Hygiene

- Guests must shower and use the toilet before entering the hot tub.
- Do not wear sun tan lotions, fake tan or skin creams.
- Do not use any soaps or detergents of any type in the hot tub.

### Proper Use:

- A minimum of 2 people permitted in the hot tub at any one time
- Do not exceed a maximum of 15 minutes immersion time in the hot tub swim spa
- Keep all loose articles of clothing and jewellery away from the rotating jets.
- Test the water with your hand before entering to make sure it is a comfortable temperature.
- Guests should never submerge their head in the water. Hot tub water is not suitable to be in or near your mouth and should never be consumed. It is your responsibility to instruct any children of this advice.
- Do not jump into the hot tub, nor stand on or jump on the lid.
- Be aware that surfaces in and around the hot tub may be slippery with water or ice.

### Food and Drink

- Never take glass into the hot tub, plastic glasses are provided.
- Any glass broken in or around the tub needs to be reported immediately.

### Children and Pregnancy

- Risk to children – Extreme caution must be exercised to prevent unauthorised access by underage children. The hot tub cover must remain closed at all times unless a responsible adult is present.
- No children under 5 years old are permitted in the tub, as they cannot regulate their body temperatures suitably.



## Ashbourne Self Catering

- Instruct your children to shower and visit the toilet prior to use of the tub and inform them to keep their heads out of the water (especially mouth and ears).
- Use extreme caution with all children wishing to use the hot tub, they are prone to overheating and this can be very dangerous. ALL children under 16 MUST be supervised at all times.

### Operation

- ONLY use the control panel buttons shown to you on entry (this information will be displayed in the information folders at your Ashbourne Self Catering property). Improper use can put the tub 'to sleep', which lowers the temperature and can take up to 24 hours to warm up again, increasing the possibility of bacteria multiplying.
- Never remove the operating panel, the suction fitting etc. from the hot tub.

### Removing and replacing the cover

- Do not attempt to forcibly pull the lid or its clips.
- Always strap the lid down where possible using the clips when you leave the tub. Failure to do so may end up with the lid being blown off and can damage the lid and its supporting arms. This could be very expensive to repair and you are liable for the cost.

Thank you for your cooperation and understanding. We hope that you enjoy all of the facilities at you chosen Ashbourne Self Catering property.