

Wedding Terms and Conditions

Cancellations – Once the £500 deposit has been paid to confirm a booking with Ashbourne Self Catering Ltd, the Guest has entered into a non-refundable legal contract and is responsible for the full balance of the cost of the reservation. Unfortunately due to illness, bereavement, pregnancy or the end of an engagement, we cannot cancel or change your booking. For this reason, we highly recommend taking out wedding insurance. In the event of a cancellation by the Guest, 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 refund the full amount paid. We would only cancel if the venue 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 booking. Liability would not extend beyond this refund.

Compensation will not be payable where any change or cancellation of plans result from force majeure. Except where otherwise expressly stated in these Conditions, we will not be liable for any changes, cancellations, effect on your wedding, loss or damage suffered by you or for any failure by us to properly perform any of their respective obligations to you which is due to any event(s) or circumstance(s) beyond the reasonable control of us (referred to as force majeure in these Conditions). By way of example, force majeure includes fire, flood, exceptional weather conditions, pandemics, destruction or damage of the property by any cause (other than negligence of us) and all similar situations. No compensation, expenses, costs or other sums of any description (including without limitation the cost of securing an alternative property/accommodation) will be payable in such circumstances by us to you.

Arrival and departure times - Guests are asked to arrive after 4pm on the check-in date and depart before 10am on the check-out date. This applies to any external suppliers, such as marquee providers, florists, or catering deliveries, unless otherwise agreed in writing by Ashbourne Self Catering Ltd. Please check in advance when your suppliers need to set up and deliver, as this may require you to book out the venue for an additional night.

Breakages & damage – 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) upon departure
- All decorations, rubbish and confetti have been taken away/disposed of
- All hired equipment and furniture have been collected
- Outdoor cushions put away and litter removed from outside spaces each evening
- 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.

Guests - 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. No tents, camping, caravans or motorhomes are permitted on site.

External suppliers – Prior to your stay, we must be notified of contact details of any external suppliers coming onto the venue. Unless otherwise agreed in writing by Ashbourne Self Catering Ltd, any external suppliers cannot access the venue outside of your check-in and check-out times. A generator will be necessary if an electrical source is required externally. A water tank will be necessary if a water source is required externally. A toilet trailer or portaloos will be required at Standlow and Shiningford.

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.

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 manager's 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 – Live bands and singers must finish their set by 11pm. All amplified music, including DJs, must cease by midnight. All other music must cease by 1am (smartphone & iPod included).

Insurance – Guests' personal belongings are not covered by our insurance.

Fire - The accommodation is all non-smoking. No naked flame candles are allowed in the venue, please use LED only.

Pools and Hot Tubs – The pool and/or hot tub(s) are out of use on the wedding day. On other days they are only to be used by residing guests, unless otherwise agreed in writing by Ashbourne Self Catering Ltd. The pool and/or hot tub(s) are 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. For full regulations on hot tub use, please consult the Hot Tub Terms and Conditions.

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.