

Terms and conditions for Rectory Manor

Please read these terms and conditions before booking, They apply to each person who will be staying, so as the booking representative you are deemed to be the person responsible for making sure everyone understands them. Thank you.

Your booking

- **Our Rooms.** All room rates are based on two people sharing.
- **Rate Plans** – These terms apply to direct bookings only. For bookings made through third parties, different terms and conditions may apply.
 - **Standard Terms**
 - **Deposits.** A non-refundable, non-transferrable deposit of 30% is requested when you book. We accept UK debit cards, Mastercard, AmEx and Visa. We don't accept cheques.
 - **Cancellations.** For any cancellation or change of dates up to 7 days before date of arrival, a fixed amount of £30 per night per bedroom will be charged. Cancellation within 7 days of date of arrival, will incur the full room rate if we cannot re-allocate your bedroom.
 - **Limited Offers/Flash Sales** may vary these terms at the time of sale. Please see your confirmation for details.
 - **Settlement** – All bills must be settled in full prior to departure.
- **Breakfast.** Our award-winning breakfast. Continental buffet breakfast is £12 (£5 for children under 10), Full English is available at +£5 supplement.
- **Insurance.** We advise you to take out travel insurance to cover any cancellations.
- **VAT.** We are VAT rated. All charges include VAT and are payable in pounds sterling.
- **Inflation.** In the event that CPI inflation is greater than 5% we reserve the right to increase our prices at any time in line with the increase, including to bookings already made. The difference will be added to your bill.
- **A Cot or camp bed** for children can be arranged for any room, except the St Lawrence room, at a charge of £15. We need to know in advance if you would like this option as availability is limited. Breakfast is an additional cost (see above)
- **Keys** – If you lose your keys or fail to return them to us, there is a fixed charge of £30.
- **Data Protection.** We do not store credit card details on our site nor do we share customer details with any 3rd parties.
- **Acceptance of terms.** By booking we deem that you have accepted our terms and conditions.

During your stay

- **The room is for the number of guests you book for**, including children. For the security of our patrons, guests of guests are not permitted anywhere on the premises without prior approval.
- **Check-In.** Your room will be ready for you by 4pm. Please do let us know the day before your booking what time you plan to arrive. Please arrive before 9pm. Later Check-ins up until midnight will be subject to a charge to enable staff to remain on duty for you. This is generally £10 an hour. No admissions will be accepted after midnight.
- **Check out** is by 10.30am on the day you leave. We realise that sometimes you would prefer different times and will do all we can to accommodate your needs.
- **Quiet enjoyment.** Please be aware that the house is in a quiet hamlet, so do respect our neighbours whilst you are staying with us.

- **Dogs** are welcome if they are clean and sociable. We accept no liability for any damages caused by your dog to people or possessions whilst on our premises. All dogs must have up to date vaccinations. We also have a Labrador dog and a cat (so no cat chasers either please). They can sleep either in your room or in your car. Beds can be provided. Dogs are charged at £10 per dog per night and must be agreed in advance. There is a maximum of two dogs allowed. Please don't allow your dog to sleep on the furniture and if your dog makes any undue mess then we will charge for additional cleaning. Please feel free to exercise your dog in the grounds. We ask that you pick up anything your dog leaves behind and that your dog doesn't terrorise the cat please.
- **Smoking.** Please don't smoke anywhere in the house. If you do smoke outside, please dispose of your butts carefully in the sand filled flowerpots around the grounds.
- **Honesty Bar.** As we have an honesty bar in the drawing room we ask that an adult accompanies all children and we prefer that only adults use the room after 7pm. All honesty bar purchases must be noted down on the chits by the bar please. These chits should be given to us before you check out please.
- **Licensing.** Our licence allows consumption of alcohol bought on the premises in the drawing room, dining room and on the terrace. Please do not jeopardise our licence by consuming any alcohol in other areas of the house or gardens.
- **Sports.** There is a tennis court and an outdoor pool which you are welcome to use. The pool is usually open from April to September, weather permitting. For your own safety there are a few rules outlined in the information provided when you arrive. Please note that appropriate tennis shoes must be used on the court.
- **Children** must be supervised whilst using the pool and sauna.
- You are responsible for the safety of your group and your possessions and we accept no liability unless we can be proven to be negligent. We strongly advise you have insurance to cover any eventuality here.
- **Damages.** We realise that we are all human but any unreasonable breakages or damage will be charged for.
- **Abusive behaviour.** In line with other practices, we operate a zero tolerance policy on abuse of staff. This relates to any incidents of violence, aggression and/or rudeness, either physically or verbally.

If you do have any requests or concerns that you wish to make whilst staying, please feel free to approach us at any time. We will make every effort to ensure that your stay at The Old Rectory Country House is a wonderful one.

The legal wording

In the event of any dispute between parties it shall be governed by the jurisdiction of the English courts only and any actions shall be heard in the court for the area in which the property is located unless otherwise agreed between the parties. However, it is hereby agreed and declared that all reasonable endeavours will be used to resolve the dispute arising between us without immediate recourse to litigation. If not mutually resolved, it is further agreed that all reasonable endeavours will be used to resolve the dispute by a formally recognised alternative dispute resolution process i.e. mediation, arbitration or expert determination. In default of such agreement, the process and appointment of the independent professional will be determined by the President for the time being of the Law Society or the Chartered Institute of Arbitrators. In either case, all parties will contribute equally to the expense of such process, and, in default these expenses shall be capable of being recovered in any subsequent litigation.