



# EATON MANOR

## RETREATS

### **Terms and Conditions – Retreats – V6**

**The Manor House / Toad Hall / Curlew Cottage / Garden Cottage / Events Venue**  
**Pendennis / Woodpecker Way / Pheasant Walk / Great Western Lodge**

**By paying Eaton Manor you are agreeing that you have read these Terms and Conditions and agree to be bound by them.**

For the purposes of these Terms of Letting the visitors shall mean the person who made this booking.

#### **1. Eaton Manor**

Pendennis and/or D K Madeley & Son and/or MJ Madeley will be hereafter referred to as 'Eaton Manor'.

#### **2. The Contract**

The Contract for a short-term retreat letting (in accordance with Schedule 1, Part I, section 9 Housing Act 1988) is between Eaton Manor (referred to as "us" or "we") and the person making the booking and all members of the retreat party (referred to as "you" or "your"). The property let is one or more of the cottages or houses and Events Venue comprising Eaton Manor ("the property"). The person making the booking ("the booker") certifies that all members of the retreat party are aware of the terms and conditions of this contract and agree to be bound by them. All members of the party are jointly and severally liable under it. They agree that all communication with them can be through the booker. This contract has been made within England and Wales. Your submission of a booking form constitutes an irrevocable offer to enter into a contract, which will be complete when we have accepted your booking (as distinct from merely acknowledging receipt of your booking request). This acceptance will include a payment, in part or in full by you for your retreat unless we have specifically waived this requirement. Any of the terms of this contract may be varied by specific agreement in writing. The party leader must be at least 18 years of age at the time of booking.

#### **3. Payment**

Provisional bookings will be held for a maximum of seven days.

Payment of the Retreat Price is required in accordance with the following Payment Structure:

<b>Percentage of Retreat Price</b>	<b>Balance Due Dates</b>
10%	Payable on booking, to secure the date
50%	56 days prior to the Retreat Date.
40%	14 days prior to the Retreat Date.

Where your Retreat Reservation is made after a Balance Due Date, you must pay the amount that is due up to this stage at the time of making the Retreat Reservation. The remaining balance will be due in accordance with the Payment Structure.

*For example: If you make a Retreat Reservation 50 days prior to the Retreat Date, you will be required to pay 60% of the Retreat Price at the time of making the Retreat Reservation. The further 40% of the Retreat Price will be due 14 days prior to the Retreat Date in accordance with the Payment Structure.*

If the full balance is not paid on time, we reserve the right to cancel the booking, in which case the deposit will be forfeited. No entry to properties will be allowed without payment, in full, being cleared beforehand.

Payment may be made by credit card, debit card, cheque, or bank transfer.

#### **4. Cancellation by You**

Cancellations must be immediately notified to us by phone and then email.

We will apply the scale shown in the table below to determine the amount of the charge, which shall be a percentage of the total cost of your retreat.

<b>Number of days before start of retreat that notification of cancellation is received*</b>	<b>The percentage of total booking value payable by you.</b>
More than 90 days	5% of booking cost
55-89 days	10% of booking cost
45-54 days	40% of booking cost
14-44 days	60% of booking cost
3-13 days	90% of booking cost
0-2 days**	100% of booking cost

\*To ensure speedy receipt, and thereby processing, of cancellations, we recommend that you send written notification of cancellation by email requesting confirmed receipt. The effective date of cancellation is when written notification is received by us.

\*\* Day 0 is your arrival day.

If we are successful in obtaining a replacement booking, we will refund to you the total amount paid by you for your booking, less the 5% Booking Fee, and less the difference in price between your booking and the replacement booking if one is made.

For example: A £1000 booking, fully paid, cancelled, and re-let for £900, means that the original Customer will be refunded as follows, £1000 – 5% booking fee equals £950, – £100 rebooking shortfall, = Refund of £850.

For this reason, we strongly recommend travel insurance which covers booking cancellations. This will give you peace of mind that you will get your money back if you need to cancel at the last minute. If you choose not to then you accept responsibility for any loss that you incur due to your cancellation.

#### **5. Cancellation by Us**

We retain the right to cancel your retreat in advance for any reason which seems to us sufficient, we will refund any money paid to us for your visit.

If we have to terminate your retreat early for any reason you will be refunded part of the booking fee based on the time remaining of the booking. This will be the full extent of the liability of us. No additional compensation, expenses or costs will be payable.

#### **6. Cancellation by third party**

For cancellation due to third party regulations, such as Government ruling, each booking will be contacted to discuss options.

#### **7. Acts of God**

Acts of God means any unforeseeable event that is beyond the control of Eaton Manor, and shall include, but is not limited to: war, natural or nuclear disaster, fire, epidemics, or terrorist activity. We are not liable to provide a refund in event of Acts of God and recommend you have appropriate Holiday Insurance to cover this possibility. If the cottages become inaccessible due to bad weather, we will do our best to inform the guest and to offer you an alternative stay.

## **8. Cancellation Insurance**

Cancellation Insurance is not compulsory, but we strongly recommend such insurance. Please note if you qualify for the above-mentioned Flexible Cancellation cover (clause 4), this only covers the accommodation price and does not include travel expenses, additional services, bringing a dog or medical expenses.

## **9. Compensation**

Except where otherwise stipulated by law, no compensation, expenses, costs, or refund whatever and for whatever cause will in total exceed the cost paid by you to us for the retreat.

## **10. Damages Deposit**

We reserve the right, at our discretion, to charge a refundable deposit for any booking. We always do so for group bookings. We have the right to retain all or part of the deposit in the event of damage, breakages, or other loss to us by breaches of this agreement. This does not affect our right to claim further if the deposit is insufficient compensation. The damages deposit is held during your stay and will be refunded 7 days after your departure day if there is no damage to the property. If you lose a key, we will replace it upon you paying for the cutting of a new one.

## **11. Care of the Property**

You must take reasonable care of the property and its contents as well as the facilities and grounds. You must not cause damage or breakages beyond normal wear and tear. Breakages and damage must be reported as soon as possible. You must leave the property in the same state of repair and in the same clean and tidy condition at the end of the rental period as at the beginning, failure to do so will result in additional charges.

## **12. Guests**

Details of guests must be supplied to us at least 7 days before your arrival. Those guests so detailed are those who may stay in the property. The number of guests cannot exceed the maximum number advertised for the property, unless agreed in advance. We reserve the right to refuse admittance if this condition is not observed. Sleeping in tents or motorhomes adjacent to the accommodation is not permitted without permission.

Day visitors are only welcome at Eaton Manor by prior arrangement with us. Use of the pool or other facilities by non-residents will be consented to sparingly in consideration to our residential guests.

## **13. Smoking and Fire Safety**

Smoking and vaping are not allowed in Eaton Manor properties or buildings. You may be charged for any extra cleaning arising out of breach of this condition. Candles, indoor smoking, Chinese lanterns, and similar fire hazards are not allowed. Familiarise yourself with the Fire Safety Emergency Plan. Outdoor fireworks and indoor fireworks are prohibited at all times.

## **14. Behaviour**

You must act with consideration for other guests. Please have a good time but do not act to the annoyance of others. We are in the peaceful countryside. No offensive behaviour such as loud swearing, nudity etc. and no dangerous, threatening, unlawful or illegal behaviour. You must not use the property for any dangerous, offensive, noxious, noisy, immoral activities or conduct any act that may be a nuisance or annoyance to the owner or other neighbouring properties. If you repeatedly breach or very seriously breach (of which we are the sole judge) these terms during your retreat we may require you to leave at once without compensation. In this case your letting is terminated at once and if you fail to leave you will be charged accordingly.

## **15. Music and Noise**

Out of courtesy to guests staying in the surrounding properties and the permanent residents of Eaton, we have developed a noise policy. Music outside in the gardens is not permitted and we request that if you are having music inside the property that the doors and windows are kept closed and the music is turned down by 10pm. The hot tubs must also be vacated by 10pm, as per the hot tub usage policy, and you must be considerate of other guests of Eaton Manor at all times.

## **16. Period of Letting**

You should not arrive before 4pm on the commencement date, and departure is by 10am on the day of departure unless otherwise agreed. Failure to do so will result in you being charged a further day's rental. You must not use the property except for the purpose of a retreat during the retreat period, and not for any other purpose or longer period. The agreement to stay in the property for the retreat period does not create the relationship of Landlord and Tenant between the parties. You shall not be entitled to a new tenancy, or to any assured short hold or assured tenancy or any statutory protection under the Housing Act 1988 or other statutory security of tenure now or at the end of the retreat period.

## **17. Liability**

You must take all necessary steps to protect and safeguard your personal property. Eaton Manor shall not be liable to the client or third parties for any accident, damage, loss, injury expense or inconvenience which may be suffered, incurred, arise out of or is in any way connected with the rentals.

## **18. Pets**

Well-trained dogs are allowed in all our properties, this needs to be arranged in advance. Dogs are not allowed on the beds. If you have a "sofa dog" please cover the sofa with throws or dog blankets which are available on request. Dogs must not be left unattended in the property unless they are left in a crate which are available on request. There is a charge of £45 per dog per week or £35 per dog for a short break. Assistance dogs are exempt from charge. We expect owners to be responsible for the behaviour of their dogs during their stay and to clear up after them. We regret that no other domestic pets can be accepted in our properties.

## **19. Rights of Entry**

Eaton Manor and/or its agents reserve the right to enter the property at any reasonable time for the purposes of inspection or to carry out any necessary repairs or maintenance.

## **20. Swimming Pool**

You and your group agree to abide by the Swimming Pool rules of use. You take responsibility for reading these rules before using the swimming pool. Copies can be found within our digital guest guide, and in the swimming pool area. Children under the age of 16 must always be accompanied by an adult.

## **21. Hot Tubs**

If your property has a hot tub, it may have been refilled on the day of your arrival. If this is the case, it may not be fully warm for comfortable use until the next morning.

The hot tub is checked every day between 11am and 1pm by the housekeeping team. If you have dogs with you, please be aware of this.

Copies of the hot tub rules can be found within our digital guest guide, and in your property. The booker is responsible for ensuring that all members of their group, are aware of, and strictly adhere to the hot tub rules. No children under 4 years should use the hot tub and bathers under 16 must be accompanied by an adult.

## **22. Games Barn with Soft Play Area**

You and your group agree to abide by the Games Barn rules of use. You take responsibility for reading these rules before using the games barn. Copies can be found within our digital guest guide, and in the games barn. The soft play area within the games barn is only suitable for children aged 12 and under, and children must always be supervised by an adult.

## **23. Complaints**

Every effort has been made to ensure that you have an enjoyable stay. However, if you have any problem or cause for complaint, it is essential that you contact us immediately to give us the chance to resolve it. We will not make any refunds in respect of complaints made after your departure if you did not make the complaint or the problem known to us during the retreat. Every effort will then be made to assist you. We value every booking and want all our visitors to enjoy their stay.

## **24. Information**

Eaton Manor does not warrant, and is not responsible for, the accuracy of any verbal information given, or statement made by its staff.

#### **25. Data Privacy**

Unless you have indicated otherwise during the booking process, you consent to our sharing your data with Premier Cottages, a marketing collective to which we belong. You may receive occasional promotional emails and post from them and from us. You may at any time decline to receive more. We will not pass your data to anyone else. Our Privacy and Cookies policy can be found on our website. If you would like a copy, please contact us.

#### **26. Wi-Fi**

Wi-Fi is provided in all the cottages and Events Venue for your reasonable use, and you will be provided with a code to access this. You agree reasonable and lawful usage of this service.

#### **27. Special Requirements**

Please inform us at the time of booking if you have any special requirements, for example food allergies or reduced mobility. We have a selection of mobility aids and baby/toddler items and will ensure they are made available in your cottage by prior arrangement. If we are not notified prior to arrival, we will do our best to meet special requirements during your stay but may not be able to accommodate them all if our items have already been booked for another cottage.

#### **28. Additional Services**

If you wish to use a third party to provide an additional service whilst staying at Eaton Manor (e.g. catering, coaching or activities) you must get approval from us prior to booking the additional service. Contact details will be required for the additional service together with a copy of their public liability insurance and any other related/required certification. We retain the right to refuse an additional service and will not reimburse any loss of monies if permission is not given. Any services recommended by Eaton Manor do not require additional approval.

#### **29. Onward Selling**

Any booking that is onward selling to third parties must provide public liability insurance and any applicable qualifications to us prior to making a booking.

Although the information published is correct at the time of publication, Eaton Manor reserves the right to make alterations to the facilities provided without prior notification.

## **Electric Vehicle Charging Policy**

There are two EV charging points on the main site, available for everyone to use.

### **1. About this policy**

- 1.1 This policy sets out how Electric Vehicles (EV) should be recharged while at the Property and the responsibilities of EV owners in respect of safe charging.
- 1.2 Any reference to "Property" in this policy is a reference to the Property including any garden, grounds, outbuildings, garages or communal spaces.
- 1.3 This policy forms part of our contract with you. A breach of this policy will constitute a breach of the contract between us.

### **2. Who does this policy apply to?**

- 2.1 This policy applies to all members of the Booking Party and such other visitors of the Property. It shall be the responsibility of the Lead Guest to inform all members of the Booking Party and any visitors of this policy.

### **3. What is an Electric Vehicle?**

- 3.1 For the purpose of this policy an EV is any vehicle that uses electric motors, either fully or partially, to drive its wheels. It will derive some or all its power from rechargeable batteries which requires connection to the electricity grid (plug-in). This includes fully chargeable and plug-in hybrid cars, motorbikes, buggies, scooters, mopeds, bicycles, utility vehicles and tracked vehicles.

### **4. Domestic chargers are not permitted at the Property**

- 4.1 Most EVs are supplied with a domestic charger, commonly known as a 'granny charger' or a 'trickle charger'. These cables recharge the EV using a domestic power source via a 3-pin wall socket.
- 4.2 Domestic chargers are not suitable for use in the Property and will create a fire hazard. **The use of domestic chargers is strictly forbidden.**
- 4.3 We retain the right to carry out reasonable inspection, on a without notice basis, to ensure that granny chargers are not in use in the Property.
- 4.4 You are solely liable for any damage or loss suffered by us as a result of your unauthorised use of domestic chargers.

### **5. Dedicated charging points**

- 5.1 **Eaton Manor has two Dedicated Charge Points (DCP) located in the lower section of the main car park.** It is the user's sole responsibility to supply a suitable charging cable to avail of the DCP.
- 5.2 The DCPs are available for anyone to use.
- 5.3 There is a cost to use the DCPs which is shown on the DCP and is payable by card at the DCP.

#### **5.4 You must not:**

- (a) use any splitting cables or modify the DCP in any way;
- (b) smoke in the vicinity of any DCP;
- (c) occupy a DCP once charging of the EV is complete. We reserve the right to charge a reasonable fee where you fail to remove your EV from the DCP.
- 5.5 DCP spaces must not be occupied, or access impeded, by non-EV Vehicles or EV vehicles not using the DCP for charging purposes.
- 5.6 We do not guarantee the availability of a DCP and unavailability of the DCP shall not constitute a breach of our Guest Terms.
- 5.7 Use of the DCP is at the owner's own risk and we do not accept any liability for loss or damage sustained by you or your EV as a result of using the DCP unless the damage was caused directly by our negligence.
- 5.8 You shall be responsible to use for any damage to the DCP or loss suffered by us caused by your use of the DCP.

## **Event Rules**

The following rules apply to your Event. If you have any questions about the contents of these Event Rules (or our Terms), please contact us via [events@eatonmanor.co.uk](mailto:events@eatonmanor.co.uk) or 01694 724814.

### **Arrangements for your Event**

- After making an Event Booking with us, further viewings and meetings will generally have to be made during the normal working week, Monday-Friday 10am-4:00pm. Please do be prepared to have to take some time off work for these.
- Photographs of your event will be shared by Eaton Manor following discussion with you.

### **During the Event**

- We cannot absolutely guarantee the timings for your Event including the service of food.
- Event timings to be agreed, the Event must be finished by midnight in the Events Venue.
- The application of glitter to faces and bodies by professional makeup artists or non-professionals is not allowed to ensure that the Property is of the standard expected for future events.
- The use of drones is permitted with prior permission and must be used by photographers or videographers who hold a relevant, current licence. It is important a discussion is held between the drone user and Eaton Manor to ensure the drone user is aware of the boundaries.
- If at any stage during your Event you are in any way concerned about any aspect of service, please bring it to the immediate attention of the Event Manager for us to attempt to resolve the matter. We are largely unable to resolve any such problems after the event.
- We are unable to provide any leftover food for you or any guests to take away from the venue after service has been completed.
- Indoor and Outdoor fireworks are prohibited at all times. Candles, indoor smoking, Chinese lanterns, and similar fire hazards are not allowed.