

PETTISTREE HOUSE
TERMS AND CONDITIONS OF BOOKING

1) Contract

The Contract is between the owners of Pettistree House and the Client. The Contract will be entered into when a confirmation letter (or electronic equivalent) has been issued and will be subject to all the Booking Conditions. The Client should check the conditions carefully.

2) The Client

Rentals are not permitted to all male groups or to groups under 30 years of age.

3) Payment

A deposit of 33% of the rental fee is due if the booking is made more than 3 months before the start of the rental. The balance is due 3 months before the rental. Failure to pay the balance promptly will be taken as a cancellation and all money paid to that point will be forfeit. For bookings made less than 3 months before the rental, the total fee is payable.

4) Cancellation

If you need to cancel a booking, we will endeavour to re-let the property. If the property is re-let at the standard rate, all money paid will be refunded minus a £50 admin fee. In the event we cannot re-let the property or let the property at a lower rate, all money paid to that point will be forfeit or proportion thereof. If we are subsequently unable to re-let the property, we may claim the full balance payment as compensation.

5) VAT

The rate quoted includes VAT at the current rate. If the prevailing rate of VAT changes between the booking and the balance payment becoming due, the balance payment will be adjusted to reflect the change in VAT %.

6) Arrival/Departure Times

Arrival is from 4pm and departure by 10am. Where we do not have a booking directly before or after your stay, arrival can be from 1.30pm and departure by 11am by prior arrangement, which will be confirmed before your stay.

7) Insurance

Our insurance covers most eventualities but has a £750 excess during your stay. In the event that the property is unavailable for any reason, all reasonable efforts would be made to find suitable alternative accommodation and if that were not possible a full refund of the rental fee would be made. However the owners accept no responsibility for any other costs incurred by the client connected to the booking.

8) Weather and Travel

In the event that travel plans are disrupted by weather, no refund is due and we would advise the client to take out their own insurance to cover this if concerned.

9) Deposit

The property is decorated and furnished to an extremely high standard and there is a security deposit of £500, which will be returned within 2 weeks of departure, provided there has been no damage. We hope guests will enjoy and appreciate the house and simply as that they take care of it as if it were their own.

10) Number of persons occupying the property

The house is for upto 30 guests and the rental rate reflects these numbers. No other guests may attend or visit at any stage of the weekend. This is a strict condition of rental, reflecting insurance, fire and planning regulations and we reserve the right to refuse entry to the entire party and/or request the early vacation of the property if it is not observed.

11) CCTV

As part of the security system for the house, there may be external CCTV cameras working during your stay including car number plate recognition. These cameras are designed to cover approaches to the front and back of the house and would not focus on the rear entertainment areas.

12) Cleaning

Please leave the property in a clean and tidy state, with rubbish cleared away (including that from bedrooms), bottles taken to the bottle bank and dishes and glasses cleaned and returned to where they were on arrival. Please pay close attention to the local recycling policy (which will probably be different to that in your area) and help us dispose of rubbish in an environmentally sound manner.

13) Pets

Pets (apart from registered guide dogs) are not allowed. Bringing a dog without prior notification is a breach of the rental agreement and would result in the relevant party being asked to vacate the premises with immediate effect with the security deposit and all rental funds forfeited.

14) Security

The front and back doors should not be left on the latch, even when the property is occupied and all exterior doors should be locked at night. Three sets of keys to the outside doors are provided to the group. Please note that if any keys are lost during your stay, unfortunately we would have to charge for replacement locks to be fitted.

15) Smoking, Log Fires, Candles & Fireworks

Smoking is not permitted anywhere in the house to comply with new legislation. Log fires and candles must not be left unattended. Fires in reception hall, dining room and library may be lit. Please be sensible and wary of possible damage to furniture etc from candle wax. There are heat and smoke alarms and fire extinguishers in relevant positions throughout the property – please ensure all guests familiarise themselves with the location of these devices.

Fireworks, Chinese Lanterns or any form of fire outside are an absolute no-no. As well as the possible risk to the house, the parkland and neighbouring farmland can be very dry during the summer

16) Audio Visual Equipment

The house is equipped with good quality audio/visual equipment for your enjoyment and we will provide a detailed explanation of how these function. Please note that any damage resulting from abuse (e.g. blown speakers) will be deducted from the deposit. In the event of malfunction, all reasonable attempts will be made to rectify this equipment but we will not be held liable.

17) Audio Visual Equipment - 2

The sound equipment in the house has been specifically designed to provide guests with a very high quality party experience at a level considered reasonable for a private country house. Guests must not bring or use any form of additional electronically amplified music or DJ equipment onto the premises, without the express written permission of the owners and any band or performers attending the premises must be cleared with the owners.