

## **Group/wedding and single apartment Booking Terms and Conditions**

The person whose name appears on the Booking Form agrees to take full responsibility for ensuring that all members of the party adhere to the Conditions of Let set out below and any other instructions applied by The Bringewood.

In these Conditions of Let, "The Bringewood" refers to the Company that owns the property you are booking, "Property" refers to the apartment you are booking or the building of "The Bringewood" if booked for exclusive use:

1. Group bookings/weddings must pay the balance for the booking 12 weeks prior to your arrival (unless different terms agreed with The Bringewood).

Single apartment's bookings are paid in full on booking.

Group and wedding bookings pay 25% of the total balance, which is due immediately to confirm your booking.

2. Cancellation: should you cancel your holiday between 60 days and 2 days of the start date of your holiday, as you have cancellation insurance included with your booking, you will receive a full refund of the monies you have paid to The Bringewood. This covers the letting cost of the property only.

3. Cancellation by us

A. If our performance is hindered or prevented by a Force Majeure Event (please see definition below), we may, at our sole discretion, offer you:

B. alternative holiday dates, within the calendar year of your booking; or

C. such other remedy as we consider appropriate with regard to the circumstances.

In this contract, a Force Majeure Event means any of the following circumstances which may hinder or prevent the performance of the contract, including but not limited to:

- acts of God, flood, drought, earthquake or other natural disasters;
- epidemic or pandemic;
- terrorist attack, civil war, civil commotion or riots, war, threat of or preparation for war, armed conflict, imposition of sanctions, embargo, or breaking off of diplomatic relations;
- nuclear, chemical or biological contamination or sonic boom;
- any law or any action taken by a government or public authority, including without limitation imposing a restriction, prohibition, or failing to grant a necessary licence or consent;
- collapse of buildings, fire, explosion or accident;
- any labour or trade dispute, strikes, industrial action or lockouts;
- non-performance by suppliers or subcontractors; and
- interruption or failure of utility service

To safeguard against cancellation charges & other unforeseen eventualities on booking The Bringewood has included Master Cancel within your booking meaning you can cancel between 60 days and 2 days before your arrival and receive a full refund.

4. The property must be used solely for the purpose of self-catering holiday accommodation and not for the purposes of parties, or for entertaining other visitors in the property, without the express prior permission of The Bringewood.

5. Guests are responsible for shutting all exterior doors and appropriate windows, and securing the accommodation when absent or sleeping, and for minimising fire risk in the property at all times. Any losses suffered by The Bringewood by failure to adhere may be charged to the guest.

6. The maximum occupancy of The Bringewood is 28 persons. Toddlers who sleep in a cot are not counted towards this total. However, a full count of people must be agreed at the time of booking including toddlers. This is to ensure compliance with fire safety regulations in the unlikely event of an emergency evacuation. If the maximum occupancy is exceeded The Bringewood reserves the right to consider the booking void and ask the party to leave at once without any recompense. The total number of day guests at the Bringewood must not exceed 28, if the happens without prior arrangements with The Bringewood then a charge of £45 per person will be charged to the person's name on the booking form.

7. Single booking apartments must not exceed the number booked if the occupancy is over the stated number The Bringewood reserves the right to consider the booking void and ask the guests to leave. If you have day guests without prior arrangement's, then a charge of £45 person will be charged to the persons whose name is on the booking form.

Weddings have one day which the 28 can be exceeded.

8. No other persons to reside at the property, other than those persons specified at the time of the booking (unless with the prior permission of The Bringewood). The Bringewood reserve the right to consider a booking void, if other persons are found to be staying in the accommodation without the prior permission of The Bringewood, or, if on arrival, the number in the party exceeds that as listed in the booking confirmation agreement, and the party will be asked to leave or, as applicable, will not be permitted to check in.

9. You cannot significantly change the makeup of the party during your stay in the Property. If you do so, we can refuse to hand over the Property to you, or can require you to leave it. We will treat any of these circumstances as a cancellation of the booking by you

10. No pets are allowed - Guide dogs are accepted.

11. No Smoking inside The Bringewood. If any guests smoke in areas within The Bringewood there will be a minimum charge of £1000 per room

12. You accept that the responsibility for personal property of guests occupying the accommodation is solely theirs. All vehicles are also left at the guests' risk. Guests agree to absolve The Bringewood of any responsibility for any accident or mishap to persons or property whilst on the premises or whilst engaged in any activity therein, or from any illness or injury arising from any causes whatsoever.

13. You agree to use the Property solely for its intended purpose as self-catering accommodation and to accept The Bringewood's right to refuse to hand over the Property to any person deemed unsuitable to take charge. Causing a nuisance or disturbance to neighbours or other guests, unreasonable behaviour or disrupting the running of the farm may result in The Bringewood requesting you to leave.

14. When using the communal areas (as single apartment bookings) please take into consideration other guests staying if other guests are disturbed by your activities in the communal area The Bringewood will request you to leave The Bringewood.

15. If you become ill at The Bringewood seek medical advice as soon as possible. If you have to extend your stay you must also tell your accommodation provider that you are unwell and cannot return home, you will be expected to pay all costs to your accommodation provider including any cancellation costs of other bookings which your stay impacts.

16. We ask you to note any deficiency/damage with The Bringewood on arrival/checkin and contact us immediately. The client is liable for any damages or breakages which are caused to The Bringewood or its contents. Please report these as soon as possible. We reserve the right to charge you for the repair or making good of the damage and charge for replacing or damaged contents. Please respect The Bringewood and look after The Bringewood during your stay and leave the property clean and tidy

17. Please do inform us as soon as possible if you have a complaint with your accommodation or if you find that anything is faulty within the accommodation that needs our attention, so that we can assist and repair or make alternative arrangements. Due to the limited period of hire, it may not be possible to repair such items during the period of hire. You agree to allow the Bringewood access to the Property at all reasonable times. We will only ever request access to the property in case of an emergency, e.g. a water leak.

18. You must vacate the Property by 11am at the latest on your day of departure unless special arrangements have been made with The Bringewood. This is to allow us to prepare the Property for the next guests. Guest arrival time is from 3pm onwards.

19. All of our portable electrical appliances have been tested and approved within the terms of the new Fire Assessment Regulations. As the use of your own personal electrical equipment is out of our control it must be at your own personal risk. Any fire extinguishers which have been used during your stay( for a non fire reason) a charge of £150 per fire extinguisher will be charged to the lead guest. All fire extinguishers are checked prior to arrival

20. In the event of a fire please evacuate to the assembly point. The client is responsible for evacuating/safety of their guests from The Bringewood in the event of an emergency at The Bringewood during your stay. Make yourself and your guests aware of the assembly point and fire exits. You will receive fire plans and other information on booking and on arriving at The Bringewood will be shown the procedures in the event of a fire and the fire panel for false alarms by an appointed person. The client is responsible for the safety of their guests at The Bringewood and must follow the fire plan that you will receive and follow all terms and conditions.

21. Go to your unique guest login page which has further information and the latest updates