

## MORLAND HALL PREMIUM BOOKING CONDITIONS

### 1. Definition

A Premium Booking is one which involves a large group or party, multiple houses, weddings, birthday celebrations, film shoots, corporate events, conferences, special events or other celebration as determined from time to time by Morland Hall. It also includes smaller bookings at premium times of the year such as Christmas and New Year. Because of the larger number of guests and additional services needed these bookings attract an additional charge and special terms. It is your responsibility to inform us of the reason for your booking when making the reservation. If your booking is a Premium Booking and you have not informed us then you will be charged the additional costs that would have been applied.

### 2. To Make a Booking

All offers and bookings are subject to availability. Please telephone our office on 01931 714715 to check availability on the dates you require or use our website [www.morland-hall.co.uk](http://www.morland-hall.co.uk). If you wish to make a booking we can take your details over the telephone or the website and will hold the booking for three days to allow you to send in your deposit cheque. All prices quoted to you include Value Added Tax (at 17.5%). Should the VAT rate increase or decrease then you may be required to pay the extra amount or if it decreases then less may be payable.

### 3. Confirming your Booking

A 25% deposit is required to confirm your booking. If however, you are booking within 12 weeks of your event, payment must be made in full. Please note that your booking may be cancelled if we do not receive a timely deposit payment (or full payment within 12 weeks of booking date) and we reserve the right to refuse any booking before we have issued the written holiday confirmation letter or email. Your booking is made as a consumer and you accept that we cannot be liable for any business losses you may incur. You must be over 18 years of age at the time of booking. Please check your event confirmation carefully and report any errors or changes immediately. We are not responsible for errors that have not been notified to us.

### 4. Balance Payment

You must pay the balance of your event at least 12 weeks prior to the commencement of your event. Non-payment of the balance will constitute cancellation of the event and may result in forfeiture of the deposit payment.

### 5. Breakage Deposit

We require a breakage deposit cheque for your accommodation. This payment must be made by cheque, to Morland Hall, no later than 1 week before commencement of your event (please note that cheques may be cashed) and will be refunded no later than 2 weeks after the end of your event provided there is no damage. Any cost of repair or replacement will be accounted for and deducted from your deposit prior to being refunded. Outstanding bills for options such as additional services, extras, fuel, telephone calls etc will also be deducted from the breakage deposit cheque if not settled on departure.

### 6. No Smoking

All accommodation is entirely and strictly non-smoking. We may refuse to allow you to take possession of the property or may ask you to leave before the end of your event if this is not complied with. This will be treated as a cancellation and you will not be entitled to a refund of monies. If you wish to smoke outside you are responsible for cleaning and removal of all smoking materials. An additional cleaning charge will be made if this condition is not adhered to.

### 7. Alterations and Errors

We endeavour to offer high levels of service and facilities at all times. However, it may be necessary to make alterations at short notice; this includes errors that may have occurred in the booking process. We will do our best to inform you of any changes as soon as they occur.

### 8. Occupancy

Your event group must not exceed the maximum occupancy number advised by us or the number stated in your booking confirmation. This includes guests that may attend on a daily basis and not take overnight accommodation. Extra guests will be charged for or we may refuse to allow you to take possession of the property or may ask you to leave before the end of your holiday. This will be treated as a cancellation and you will not be entitled to a refund of monies.

### 9. Pets

Pets are not allowed in any of the properties or grounds.

### 10. Key Collection

Unless otherwise agreed, your accommodation will be available from 4pm on day of arrival and you will be able to collect door keys until 5pm, on weekdays, from the Office. It may be possible to arrange key collection for later arrival but this must be notified to us when you confirm your booking. Please return your door keys to the office.

### 11. Care of Your Accommodation

All our accommodation has been carefully restored and decorated and we ask that you treat them with respect and leave them clean and tidy. Please report any damage or breakages on or before departure so that we can fix or replace the items as soon as possible. Please note that damage or breakages caused by neglect will be charged for.

### 12. Complaints

We trust that you will have a successful event. However, problems do occasionally arise and should be reported to us as soon as possible in order to resolve them. If you feel that your complaint requires further action after this time you must write to us within 7 days of your return home.

### 13. Access to the Property

We may require access to the property to carry out repairs or maintenance. We will advise you as soon as we are aware of the date and time access will be required. A member of staff will accompany outside contractors where possible.

### 14. Alternative Accommodation

In the unlikely event that we need to offer alternative accommodation to your booked property, we will contact you as soon as possible with details. If the alternative property is not satisfactory we will refund all monies paid.

### 15. Cancellation

If you find it necessary to cancel you must inform us, in writing, as soon as possible before the start of your event. Cancellation charges apply as follows: after confirmation- loss of deposit, within 12 weeks- 50% of rental charge, within 8 weeks- 100% of rental charge). You are advised to take out adequate insurance; contact us if you require any advice on this.

### 16. Health and Safety

Whilst we ensure that the properties, swimming pool and gym comply with current health and safety legislation we cannot accept any liability for injuries to guests caused by their own negligence. Please notify us of any accidents that occur so that we can correct any defects and maintain a record. **The pool is dangerous! Keep all children and vulnerable adults under supervision at all times.**

### 17. Your Responsibilities

During your stay you are responsible for the property. Please ensure that the property is left in a comparable state of repair and cleanliness as at the beginning of your holiday; you may be charged for extra cleaning if it is not. Please show consideration for other people living or staying in the area and respect the surrounding countryside. No firearms or weapons of any kind are allowed on the properties. You may be asked to leave before the end of your holiday if you bring firearms or weapons onto the grounds and your holiday booking will be treated as having been cancelled by you. Please notify us of any information regarding a medical problem or disability that may affect your event at time of booking. As the user of the properties, you will be responsible for complying with all relevant legislation and health and safety requirements, including without limitation noise restrictions, the use of fireworks, licensing and consumption of alcohol, obtaining Temporary Event Notices and any other regulatory or licensing requirements that may apply from time to time. **If you are in any doubt about your responsibilities then you should immediately contact us, the local police or licensing authorities.**

### 18. Restrictions and Limits

The properties are supplied on a self-catering basis only, unless otherwise agreed in writing. You are responsible for liaison with contractors or suppliers to your event. All noise must be kept to a minimum and not be audible beyond the boundaries of the Morland Hall estate. This is especially relevant where a marquee is erected or outdoor services are utilised. Marquees may be erected with our permission but are limited to location and size as agreed with us in writing. Parking is restricted to designated bays as detailed in your accommodation guides. On no account is parking permitted on grassed areas, verges or other paved areas of the estate. We apply a daily fuel allowance according to the properties booked and stated in your confirmation. Fuel usage over and above this allowance will be charged at the prevailing rate.

### 19. Event Insurance

You should ensure that you have adequate insurance to cover cancellation, curtailment, breakages and damage associated with your event at Morland Hall.