



## **Booking Terms**

### **Check In/Out**

Check-in is from 2.00pm at both the holiday cottages and the Lodge.

Check-out is 10.00am for the holiday cottages and the Lodge. A late check-out at the Lodge may be requested prior to your stay at a cost of £20 per room.

Late check-out is 1.00pm on the day of departure.

If you plan to arrive after 6.00pm, please advise us of this before arrival.

### **Pets**

Dogs are welcome at all of our holiday cottages and we charge an additional £30.00 per dog for the duration of your stay. Anyone with allergies should therefore consider this before booking. Guests are advised that they are responsible for clearing up after their pets inside and outside of the cottage, and any damage caused, or additional cleaning required, as a result of the animal will be charged to the guest.

With the exception of registered guide dogs, pets are not allowed to stay in the Lodge.

### **Smoking**

Smoking is not permitted in any of our accommodation. Any person(s) found to be smoking in any of our accommodation will result in them being asked to leave and a penalty of £200 will be applied to the Guest.

### **Families and Children**

All of our accommodation is suitable for children under normal supervision. A high chair, cot and rubber undersheets are available at a small charge. Please indicate at the time of booking if you require these items. Linen is not available for cots and only children under the age of 24 months should occupy the cot.

### **Wireless Broadband Facility**

Wireless Broadband is available in all of our accommodation free of charge. However, Cowdray is unable to offer any technical support relating to your computer. We cannot be held responsible for any viruses or corruption incurred as a result of using this service.

### **Linen**

The cost of linen is included in the rental price of all accommodation. This will include pillows, sheets, duvets, a bath towel and hand towel. Bathmats and tea towels are also provided in the holiday cottages. Towels will not be provided for swimming or beach use. Please note that linen is not provided for camp beds or cots.

### **Parking**

Free parking is available for all guests while staying in our accommodation. Cowdray cannot be held responsible for any loss of belongings or damage to your vehicle during your stay.



## **VAT**

The accommodation price includes VAT at the prevailing rate.

## **Booking/Payment**

Best Available Rates require full payment at the time of booking for both holiday cottages and Lodge guests. This is non-refundable.

For our Lodge Standard Rate, a 50% booking fee will be taken at time of booking. The balance will be required to be paid no later than 7 days prior to arrival. For our holiday cottages the full balance of the total cost is payable no later than eight weeks before the holiday begins.

If the full balance is not paid on time, Cowdray reserves the right to cancel the booking, in which case the deposit will be forfeit.

Holiday cottage bookings made less than eight weeks before the holiday begins will be required to pay 100% of the booking value at the time of booking.

Payments must be made in £ sterling.

All bookings at the Lodge include a full English or continental breakfast in the Clubhouse restaurant.

## **Cancellation**

Lodge Standard Rate: Should you, for any reason, need to cancel your lodge booking, a 50% charge will be retained with the balance refunded if the booking is cancelled within 48 hours prior to your arrival. If you cancel less than 48 hours prior to your arrival, full payment will be retained.

Holiday cottages Standard Rate: Should you need to cancel your stay for any reason, your deposit will be retained. If you cancel less than eight weeks prior to your holiday start date your deposit and balance payment will be retained.

Lodge and holiday cottages Best Available Rates are non-refundable in the event of a cancellation.

## **Dining options**

For guests staying in the Lodge, breakfast is served from 7.30am to 10.30am, 7-days a week.

Food is available in the Clubhouse for residents and non-residents from 7.30am to 6pm, 7-days a week. Any dietary requirement can be catered for (please ask at time of ordering).

## **Guest**

The Guest is the person who signs the booking form, or the person making the booking. In the case of two parties taking a holiday, the booking should be made in one name only – this person is responsible for all payments and any damages.



## **Loss of Property**

Cowdray cannot be held responsible for loss or damage to any belongings, or for injury sustained by the Guest or members of their party during their stay in any of our accommodation except to the extent that such injury or loss or damage to any belongings is caused as a result of any act, omission or breach of common law duty of care under the Occupiers Liability Act 1957 by Cowdray where such exclusion or limitation of liability is otherwise prohibited by law.

## **Right to Refuse**

Cowdray reserves the right to refuse any booking and, in exceptional circumstances, to cancel, modify or alter arrangements made for the Guest. If a booking has to be cancelled, modified or altered in any way by the Estate, it will make every effort to offer alternative accommodation. If the Estate is not able to offer an alternative or the Guest does not accept the alternative offered, the Estate will return any monies paid but will not be liable for any direct, indirect, consequential or other loss caused by cancellation or alteration.

These terms also apply once a stay has started but the Estate will make every effort to notify the Guest prior to commencement of their stay.

Exceptional circumstances include but are not restricted to any circumstances outside the Estate's control, including, with limitation, any act of God, government act, war, failure of telephone or electricity services, fire, flood, exploration, civil commotion or industrial dispute of any third party, disease or epidemic.

## **Accommodation Limitations**

Accommodation is limited to the number of people for whom the booking is made and the maximum number in each accommodation must not exceed that stated on our website.

## **Guest Obligations**

The Guest undertakes to keep the premises and all the furniture, fixtures and effects in the same state of repair and condition as at the commencement of the booking period (reasonable wear and tear excepted) and shall pay to Cowdray the value of any part of the premises, furniture, fixtures, fittings and effects so destroyed or damaged as to be incapable of being restored to its previous condition.

Breakages and damage must be reported as soon as possible.

## **Cleanliness**

The Guest and members of their party are asked to leave the accommodation clean and tidy. Cowdray reserves the right to make a charge for extra cleaning if the cottage is not left in a satisfactory condition.

## **Occupation**

Our accommodation is designed for individual/family occupation, not for use of youth groups or other groups or student parties. Sleeping tents or motor vehicles adjacent to the accommodation are not permitted. The Estate reserves the right to ask the Guest and their



party to vacate the accommodation at once without compensation if it is found to be misused. The Estate also reserves the right to enter the accommodation at any reasonable time for any reasonable cause.

### **Complaints**

Every care is taken to ensure that our accommodation is presented to guests at a high standard. Should you find on arrival that there is a problem or cause to complain, please let us know immediately. The Estate will not make any refunds in respect of complaints made after the Guest's departure if the Guest did not make the problem or complaint known to the Estate during their stay.

We value your comments, please complete the Comments and Suggestions form in your cottage.