

## Terms & Conditions

Please take time to read our terms and conditions below. Any queries please don't hesitate to contact us on 01889 591 747.

Thank you.

Day of Arrival and Departure Arrival is from 5.00pm to 8.30pm. On your day of departure apartments need to be vacated before 10.00am.

### Changes to Suites

Heywood Hall reserves the right to assign and / or change individual suites at its own discretion. This will be done in a reasonable manner.

### Deposits and Cancellations

Your reservation is made with "Kimbalina Hotels Ltd.", and represents a legally binding contract between you and Heywood Hall.

An amount equal to one half of the total tariff agreed at the time of your telephone booking will be deducted from your card at the time of the booking and this amount will be non-refundable.

Deposits are strictly non-refundable. Cancellations of 7 days or less require full payment of the balance on the arrival date.

Cancellations of more than 7 days will have payment restricted to one half of the agreed tariff which should be the same amount as the deposit amount. We require a valid credit or debit card to secure bookings and reserve the right to charge the card for cancellations falling outside the permitted time scale, as detailed above. By entering into this contract you are authorising us to make the above charges to the card without any additional consent being required. We suggest that you may find it useful to have travel insurance in case of cancellation. Credit cards incur a 2% commission charge.

### Breakfast

Your refrigerator will be stocked each day with all the

items your party will require for breakfast.

#### Conditions

The accommodation shall be used only by the persons listed on the Booking Form. The person making the booking must be over 18 years of age. The manager may immediately retake possession of the accommodation if, in his/her opinion, any member of the party is guilty of conduct which is likely to cause unreasonable disturbance to others. The Hirer will be held responsible for the contents of the accommodation in his/her possession. Any breakages, loss or damage to the premises, fixtures and fittings must be paid for. Pets are not allowed.

#### Use of Sauna and Hot tub

The sauna and hot tub is provided by the owners at their sole discretion for use by their guests. Any such use is conditional on all safety instructions posted and/or provided being adhered to. The owners may refuse their use to any guest at their sole discretion. No charge is made for the use of the sauna or hot tub and their free provision is expressly excluded and separate from any agreement to provide accommodation. The withholding of this amenity for any reason shall not create any claim for compensation from any guest.

By making an accommodation booking with Heywood Hall you are accepting these terms and conditions in their entirety.

#### Groups and Parties

We wish to create a relaxed, comfortable atmosphere for the families and couples who visit us as guests.

Those seeking a party atmosphere would be disappointed at Heywood Hall. We ask all our guests to retire to their suites before 11pm. This ensures that the neighbours in the village are not disturbed. Music must be kept to a minimum.

#### Visitors

In order to ensure the personal safety and security of all our guests and for insurance purposes, visitors are not permitted within the grounds of Heywood Hall. Should guests have other friends staying at another establishment nearby, please make arrangements to meet elsewhere.

Similarly, only guests' cars are permitted in the driveway.

#### Smoking

For the further comfort and safety of our guests, Heywood Hall has adopted a no smoking policy. For the avoidance of doubt, therefore, smoking is not permitted within any part of the premises. This includes the outside gardens, rear garden, sauna/hot tub area, paths and driveway. A single sheltered area is provided to the rear of the house for smoking and is the only location where smoking is permitted. All bedrooms are non-smoking. Any suites tainted by residual tobacco odours will be specially cleaned and aired over a 24-hour period and all costs resulting from this, both actual and loss of business (at prevailing rates) will be charged to the credit / debit card given to secure the booking. By entering into this contract you are authorising us to make the above charges to your card without additional consent being required.

#### Damage

We reserve the right to charge for the replacement, cleaning or repair of any items belonging to Heywood Hall, damaged by guests or as a result of guest(s) action(s) or inaction. In this event your credit card will be charged against reasonable costs incurred by us. By entering into this contract you are authorising us to make the above charges without any additional consent being required. Invoice(s) will be raised for such costs.

#### Suite Cleaning

We require our guests to vacate the premises and grounds by 10am on their leaving day. For cleaning, maintenance and restocking purposes we also require you to vacate the suites daily between the hours of 10am and 12.30 midday.

#### Fire Doors & Equipment

On no account should fire doors be propped open. Tampering with fire equipment is also not permitted. These measures have been provided for the safety of all our guests and the results of tampering have potentially serious consequences.