



SMALLFIELD PLACE

BOOKING TERMS AND CONDITIONS FOR SMALLFIELD PLACE

These booking conditions contain important information and set out contractual terms which apply to the booking you the Hirer make with the Owner. These booking conditions include some exclusions and limitations of liability and it is therefore important that you read them carefully.

Property Description

We take every care to ensure the accuracy of the information we give you. All information is given in good faith and is believed to be correct at the time of the booking. All distances are approximate. Occasionally, 'force majeure' or problems outside our control may arise which may mean that some of the facilities or services become unavailable. If this situation should arise, we will contact you as soon as is reasonably practical. It is also the responsibility of the Hirer to make any specific requirements/needs known at the time of booking and to ensure that the property selected is suitable for their own needs. We specifically draw your attention to the amount of water in the grounds which may make it unsuitable for unsupervised young children.

Payment

A non-refundable deposit equal to 25% of the total cost of the stay is required to confirm a booking. Once a booking is confirmed, the Hirer is responsible for the total cost of the stay shown on the invoice. The balance is due to be paid six weeks prior to the start of the stay. If a booking is made less than six weeks before arrival, the full cost of the stay is due at the time the booking is made. In addition, we ask for a fully refundable security deposit of £1000. This is payable at least one week prior to your arrival (£1500 for weddings). Where any damage is incurred quotes for remedial work or replacement will be sought by the Owner and the Hirer will be advised as to the monies due.

Additional Charges

Should a band or DJ be hired then a dance floor needs to be hired from us at a cost of £150. This will be hired and laid on your behalf.

Please note the overnight price includes the stay of a maximum of 14 guests. If more people wish to stay overnight, extra sofa beds or zed beds can be set up and will incur an extra charge of £45 to account for extra laundry and housekeeping time (£25 for cots and toddler beds). If guests would like to make use of the gas BBQ during their stay an extra charge of £30 will be incurred. These costs will be deducted from your security deposit, the remainder of which is transferred back to your account a few days after your stay once the house has been checked.

We accept payment by cheque or online banking only

For online payments:

Account no: 19803680

Sort Code: 60 11 17

For international transfers you may need the following details:

IBAN **GB29 NWBK 6011 1719 8036 80**

Swift **NWBK GB 2L**

Account name **Smallfield Place**

Cheques Payable to: **Smallfield Place**

Please send completed booking forms and cheques to:

Mrs Holly Carney
Copper Beech,
Shepherds Hill,
Merstham,
Surrey,
RH1 3AE

Cancellation by You

If you wish to cancel your booking, you should notify us in writing immediately. You should note that in the event of cancellation, you will be liable for payment of the full invoice amount. However, in the event of your cancelling we will endeavour to re-book the property and we will credit you for any monies received as a result of re-booking.

Alterations by You

Alterations to a confirmed booking e.g. changing a booking date, will be accommodated where possible. However, any amendments may result in a charge where costs are incurred by the Owner.

Hirer's Obligation

Under the terms of this agreement, the Hirer agrees:

- To pay for any damage caused, excluding any reasonable wear and tear.
- To take good care of the property and leave it in a tidy and clean condition. If the property is left excessively dirty or untidy, a cleaning surcharge will be payable within seven days of departure.
- Not to allow the property to be occupied by more than the number of persons stated on the completed booking form.
- Not to cause nuisance or annoyance.
- The Owner and his representative are allowed reasonable access to the property and its garden at all times and in the case of an emergency where they may enter without prior notice.

Party Booking

The person placing the booking will be known as the Head of a party. He or she will be responsible for all members of the party and will ensure that they are fully aware of and comply with these booking conditions. If the conditions are

not met, the owner can refuse entry to the property and, in this situation, no monies will be refunded. Bookings will not be accepted from persons under 21 years of age. Bookings are usually non-transferable and any changes to the number of guests must be agreed in advance. The number of persons occupying the property must never exceed the number stated in the property description, unless otherwise agreed by the Owner in advance by writing. Persons include infants.

Complaints

All complaints must be notified to the Owner (John Carney) via email to john@smallfieldplace.com or to enquiries@smallfieldplace.com as soon as possible and we must be given the chance to rectify the situation. You can contact John on 07989 337 119 or call the Smallfield Team on 0845 680 0169. Failure to notify us at the earliest opportunity may hamper our investigations and delay may reduce or extinguish any claim you have. In any event, you should notify us in writing within seven days of the end of your stay.

Arrival and departure times

The standard weekend arrival time is 11am on the Friday and a departure time of up to 12 noon on the Sunday.

For weddings with no overnight stay planned, or the wedding date is on the day of arrival, the Hirer is permitted to arrive from 9am. For day hire, the departure time is midnight and for overnight guests it is by 12 noon the following day.

Liability

The Owner will not be responsible for any loss or damage to the property of the Hirer or any member of his/her party (including vehicles, and contents).

Catering

For all events that need catering, we require the Hirer to employ one of our partnered caterers. A list will be supplied.

Additional services

Any additional services such as florists, photographers and transport commissioned by the Hirer will be provided by third parties and as a result the Owner will not be responsible for the service provided.

Social Media

Smallfield Place will post photos of events at the house on social media from time to time for marketing purposes. If you would rather we did not post any material for your event please do let us know.

Confetti and Fireworks

Neither confetti or fireworks of any kind are permitted either inside or outside the house at the request of the owner

Cancellation by Us

If circumstances arise which are beyond our control and which make it impossible for the house to be used on the date(s) of your booking, we will

notify you and refund in full any monies paid by you as soon as these circumstances become known.

Contract

This contract is made on the terms of these booking conditions and is deemed to be made with Smallfield Place, Cogmans Lane, Horley, Surrey, RH6 9JD. The contract will be governed by English law subject to the exclusive jurisdiction of the English Courts. If any booking conditions are found to be invalid or unenforceable then the remainder will not be affected.

Agreement

These conditions shall be deemed to have been accepted by you when you complete and return the booking form.