

# **TERMS & CONDITIONS**

# **B&B RESERVATIONS**

We look forward to welcoming you to Saddlers B&B. When you make your booking you are entering into an agreement with us. Please read our terms and conditions below.

#### Booking a room

Please note the cancellation policy before committing to a reservation. You can either make a reservation by contacting us via email, phone or via the online booking form on the website. Unless you receive a written confirmation from Saddlers B&B, the booking will not have been confirmed. Payment will come as PayPal, cash or BACS. To view our cancellation policy, please visit our website.

#### Deposit on booking

A 50% deposit is required at time of booking or 100% upfront for last minute bookings. We ask our guests to pay the deposit online.

#### Final Payment

Please settle your account after breakfast on the last day of your stay. We accept PayPal, cash or BACS.

#### Check-in & check-out

Guests are asked to check-in between **4pm and 8pm** and check-out by **11am**. We are happy to accommodate your specific needs, just let us know prior to your arrival.

#### Rooms

Each room consists of an en-suite bathroom, WIFI, television, digital radio, luxury Egyptian cotton bed linen, fluffy towels and Temple Spa bathroom products.

## Parking

We offer plenty of private secure off street parking spaces for our guests located in the car park by the paddock. Cars parked here are at owners risk.

## Dietary requirements

Please inform us of any dietary requirements prior to your arrival, every effort will be made to accommodate your request.

## Breakfast timings

Breakfast is usually served between **7.30am - 9.30am** but we can be flexible on timings and work around you.

## Goodwood events & prices

These are priced on a bespoke basis, please contact us directly for a quote.

## Change of Room

If a booking is taken out for a specific room and the room reserved is required to meet a specific guest needs or rendered unusable via circumstances beyond our control, we reserve the right to transfer the booking to an alternative room of similar quality.

## Damage and Breakages

Please take care of our home. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. Please report these as soon as they occur. We do not normally charge for breakages, but we reserve the right to charge for repair or making good if the damage is significant.

#### Keys

You have access to the building and your room 24 hours a day throughout your stay using a set of keys given to you when you register on arrival. You will be provided with 2 keys, one for your room and one that opens the back door. Please keep these keys safe and take them with you when you go out as the property may be locked when you return.

You are welcome to come and go as you please but please consider other guests and keep noise to a minimum. Please ensure that the doors are properly closed behind you. If you lose your keys you will be charged a key replacement fee of 325. Similarly, if you inadvertently take your keys home with you we will allow you 7 days to return them after which time we will levy a key replacement fee of £35 against your account.

## Liability

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees whilst acting in the course of their employment.

## Lost Property

We are happy to return items that have been left following departure. However, there will be a minimum charge of £5.00 to cover postage and packaging.

#### Missing Items

We reserve the right to charge for missing items.

#### Pets

Monte the dog lives in the property. Unfortunately we do not accept guest pets.

#### Children

Children above the age of 5 years old are very welcome and can offer a twin bed (not en- suite). We are unable to provide cots, high chairs or guest beds.

#### Smoking

Smoking is not permitted anywhere in the house but ashtrays are available in the garden. Saddlers refuses the right to smoke inside the property and has a strict no smoking policy within the house including e-cigarettes and vapors. Deep cleaning fee of £900 will be incurred if you or any of your party smoke inside the house or outbuildings. Fire equipment exists within the house for your safety and must not be tampered with. A designated smoking area outside is provided.

## Prices

We reserve the right to change our prices at any time. This does not affect bookings already made.

## Termination Policy

Saddlers Bed and Breakfast reserve the right, at its discretion, to terminate, without notice, an individuals stay where deemed necessary through unacceptable behaviour or as a result of actions which are likely to endanger or offend others. In such circumstances any outstanding account must be settled, no refunds will be made.

## Data

Some of the data gathered during the course of a booking may be held on computer. We would like to hold this data after your visit to be able to inform you of future offers. If you would prefer us not to hold this information please let us know.

## Wi-Fi Access

By using our Wi-Fi Service you automatically agree to the terms and conditions of use in force at the time. We reserve the right to amend these terms and conditions at any time.

This agreement is governed by the laws of England and the parties hereto submit to the non-exclusive jurisdiction of the English courts.



# EXCLUSIVE HIRE

We look forward to welcoming you to Saddlers. When you make your booking you are entering into an agreement with us. Please read our terms and conditions below.

#### Reservations

Please note the cancellation policy before committing to a reservation. You can either make a reservation by contacting us via email, phone or via the website. Unless you receive a written confirmation from Saddlers, the booking will not have been confirmed. Payment will come as BACS. To view our cancellation policy, please visit our website.

#### Deposits on booking

A 100% deposit is required at time of booking.

We require a security deposit of £550 at time of booking and refunded after checkout if no damages have occurred.

#### Check-in & check-out

Guests are asked to check-in at **4pm** and check-out by **10am**. We are happy to accommodate your specific needs, just let us know prior to your arrival.

#### Parking

We offer plenty of private secure off street parking spaces for our guests located in the car park by the paddock. Cars parked here are at owners risk.

### Rooms

Each room consists of an en-suite bathroom, WIFI, television, digital radio, luxury Egyptian cotton bed linen, fluffy towels and Temple Spa bathroom products.

## Keys

You have access to the building and your room 24 hours a day throughout your stay using a set of keys given to you when you register on arrival. You will be provided with 2 keys, one for your room and one that opens the back door. Please keep these keys safe and take them with you when you go out as the property may be locked when you return.

If you lose your keys you will be charged a key replacement fee of £35. Similarly, if you inadvertently take your keys home with you we will allow you 7 days to return them after which time we will levy a key replacement fee of £35 against your account.

## Occupancy

Guest agrees that no more than 10 persons shall be permitted on the Property at any time during the Rental Term, all of whom shall comply with the conditions and restrictions imposed upon Guest under this Agreement.

# Condition and Use Of Property

The Property is provided in "as is" condition. Saddlers shall use its best efforts to ensure the operation of all amenities in the Property, such as internet access, TV, fireplaces as applicable. Saddlers shall not be held responsible for such items failure to work, but will make every effort to correct any issues as reported as quickly as possible. Guest acknowledges that use of amenities such as fireplaces, BBQ, fire pit and the like may be potentially dangerous and involve potential risks if improperly used, particularly with regard to children and such use is at the Guest's own risk.

Guest shall use the Property for residential purposes only and in a careful manner to prevent any damage or loss to the Property and keep the Property in clean and sanitary condition at all times. Guest and any additional permitted guests shall refrain from loud noise and shall not disturb, annoy, endanger, or inconvenience neighbours, nor shall Guest use the Property for any immoral, offensive or unlawful purposes, nor violate any law, association rules or ordinance, nor commit waste or nuisance on or about the Property.

## Damage and Breakages

Please take care of our home. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. Please report these as soon as they occur. We require a security deposit of £550 at time of booking and refunded after check-out if no damages have occurred.

## Liability

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees whilst acting in the course of their employment.

## Risk Of Loss And Indemnification

Guest agrees that all personal property, furnishings, personal affects and other items brought into the Property by Guest or their permitted guests and visitors shall be at the sole risk of Guest with regard to any theft, damage, destruction or other loss and Rental Agent shall not be responsible or liable for any reason whatsoever. Saddlers do not cover loss or damage costs & claims for guest's personal items. They are covered by the guests own insurance.

#### Lost Property

We are happy to return small items that have been left following departure. However, there will be a charge based on weight and destination.

#### Missing Items

We reserve the right to charge for missing items. All items in the house have been recorded, documented and photographed as evidence.

#### Additional cleaning

This will be charged at £90 per visit and will entail a deep and sanitised clean of all rooms at the property.

#### Additional laundry

We can provide an additional laundry service if you wish to not use our in house facilities such as washing machine and tumble dryer. The additional fee is charged at £45 per room and includes bed linen (sheet, duvet cover and 4 pillow cases, 2 sets of towels, 2 hand towels and bath mat)

## Pets

We accept guest pets at the property. This will be charged at a per pet fee of £50 per stay. Pets are not allowed in the bedrooms and ask kindly not to sit on the sofas or armchairs.

# Professional Clean

We have had the windows, bed heads, sofas and carpets professional cleaned in July 2020 and are in immaculate order. Photographs have been taken as evidence. Please report any damage or spillages immediately to Milly who can take correct action.

# Children

Children are very welcome. We are unable to provide cots, high chairs or guest beds.

# Smoking

Smoking is not permitted anywhere in the house but ashtrays are available in the garden. Saddlers refuses the right to smoke inside the property and has a strict no smoking policy within the house including e-cigarettes and vapors. Deep cleaning fee of £900 will be incurred if you or any of your party smoke inside the house or outbuildings. Fire equipment exists within the house for your safety and must not be tampered with. A designated smoking area outside is provided.

## **Termination Policy**

Saddlers reserve the right, at its discretion, to terminate, without notice, an individuals stay where deemed necessary through unacceptable behaviour or as a result of actions which are likely to endanger or offend others. In such circumstances any outstanding account must be settled, no refunds will be made.

## Data

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## Wi-Fi Access

By using our Wi-Fi Service you automatically agree to the terms and conditions of use in force at the time. We reserve the right to amend these terms and conditions at any time. This agreement is governed by the laws of England and the parties hereto submit to the non-exclusive jurisdiction of the English courts.

## Default

If Guest should fail to comply with the conditions and obligations of this Agreement, Guest shall surrender the Property, remove all Guest's property and belongings and leave the Property in good order and free of damage. No refund of any portion of the Total Rental Fee shall be made and if any legal action is necessary, the prevailing party shall be entitled to reimbursement from the other party for all costs incurred.

## Assignment Or Sublease

Guest shall not assign or sublease the Property or permit the use of any portion of the Property by other persons who are not family members or guests of the Guest and included within the number of and as permitted occupants under this Agreement.

## Risk Of Loss and Indemnification

Guest agrees that all personal property, furnishings, personal affects and other items brought into the Property by Guest or their permitted guests and visitors shall be at the sole risk of Guest with regard to any theft, damage, destruction or other loss and Saddlers shall not be responsible or liable for any reason whatsoever.

Guest hereby covenants and agrees to indemnify and hold harmless Saddlers and their agents, owners, successors, employees and contractors from and against any costs, damages, liabilities, claims, legal fees and other actions for any damages, costs, attorneys fees incurred by Guest, permitted guests, visitors or agents, representatives or successors of Guest due to any claims relating to destruction of property or injury to persons or loss of life sustained by Guest or family and visitors of Guest in or about the Property and Guest expressly agrees to save and hold Saddlers harmless in all such cases.

#### Release

Guest hereby waives and releases any claims against Saddlers, the Property owner and their successors, assigns, employees or representatives, officially or otherwise, for any injuries or death that may be sustained by Guest on or near or adjacent to the Property, including any common facilities, activities or amenities. Guest agrees to use any such facilities or amenities entirely at the Guest's own initiative, risk and responsibility.

## Entry And Inspection

Saddlers reserves the right to enter the Property at reasonable times and with reasonable advance notice for the purposes of inspecting the Property or showing the Property to prospective purchasers, renters or other authorized persons. If Rental Agent has a reasonable belief that there is imminent danger to any person or property, Saddlers may enter the Property without advance notice.

## Unavailability Of Property

In the event the Property is not available for use during the Rental Term due to reasons, events or circumstances beyond the control of Saddlers, Saddlers will apply due diligence and good faith efforts to locate a replacement property that equals or exceeds the Property with respect to occupancy capacity, location and value that meets the reasonable satisfaction of the Guest. If such replacement property cannot be found and made available, Saddlers shall immediately return all payments made by the Guest, whereupon this Agreement shall be terminated and Guest and Saddlers shall have no further obligations or liabilities in any manner pertaining to this Agreement.

This agreement is governed by the laws of England and the parties hereto submit to the non-exclusive jurisdiction of the English courts.