



Week:

Date:

The Scarlet *Hen* at Norfolk House

Booking Form & T&C

Group Leader (must be over 25 on date of booking) Please return this completed (fill in any yellow highlighted) and with photo ID to complete your booking. **PLEASE scroll down to read all our T&C and share with all your guests.**

Surname: Please Add	First Name: Please Add
Address: Please Add	Post Code: Please Add
Daytime Tel No: Please Add	Where did you hear about us? Please Add
Mobile of Booker: Please Add Mobile 2: Mobile 3: Mobile 4: We require 4 guest mobile numbers.	Email Address Please Add
Name of Bride-to-be: Please Add	Wedding Date: Please Add
Dates Booked Check in Friday from 3pm- Check Out Sunday 12 noon. 2 nights stay	No of Guests: Please note if you are over 20 guests, the extra guests will have double airbeds in one of the bedrooms. We do not offer a reduction in price for these guests. We think the house works best for 20 or less guests and only allow more than 20 to groups who can't reduce their numbers.
PAYMENTS We will complete this section £Total accommodation cost (£160 x16)deposit to pay £(£60ppx16) DUE NOW £ Balance to pay 2018 Name on Payments: Please Add Activities prices TBC	Refundable Security/behavior Deposit: £650 to be paid 1 week before arrival. Date Due: Paid: Any damages to report: We will complete this section
Activity costs: TBC We will complete this section	Package details 1: TBC We will complete this section
<i>To be paid for 3 months before arrival</i> Package details 2: We will complete this section	Package details 4: TBC We will complete this section
Package details 5: TBC	Payment should be made by bank transfer to the following account details and quoting the Group Leader's name and date as the reference: Sort code 20-51-01 Account number 10793647 All deposits are non-refundable in the event of cancellation.

Things to remember:	Comments requests from guests: Please Add
Please return this form with photo ID : YES/NO ETA at NH from 3pm: Please Add Food Delivery Time: Please Add Cars To be Parked: Please Add	Review Received: Photos received:

Members of the party

	Surname	First Name	Age
1	Please Add	Please Add	Please Add
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
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20			

All guests to visit Norfolk House must be sent a copy and have read this document before arrival. Not complying with these rules may result in you losing all or part of your security deposit or been asked to leave the house.

Wishing you a pleasant stay with us. I know rules are boring and a bit heavy but if everyone takes time to read this there should be no problems, during your stay and everyone will have a great time. **if your planning a wide all night party this house will not be suitable.**

This is a lovely property. Treat it with love, as you would treat your own, it's our family home. We are delighted you chosen to stay at NH.

Booking Terms and Conditions

The conditions detailed below form part of our contract with you, showing our obligations to you and your commitment to us when you book Norfolk House. Your contract incorporates these Booking Terms and Conditions and by making or joining a booking with us you confirm your acceptance of these Booking Terms and Conditions

ID

We require the lead bookers photo ID and home address. If the lead booker is not able to be the first to check in then we will need the "check in" guests photo ID before arrival. We also require 4 mobile numbers of guests.

Booking process

Once you have selected your date and number of guests staying, NH will send you confirmation of availability and total price for the stay. NH then requires completion and return of a booking form by email or post and payment of a non-refundable deposit. If you have paid a £200 holding fee this is non refundable if you decide to cancel the booking.

Once a fully completed booking form & ID is received and the deposit has cleared NH will send confirmation of the booking. At this point NH will have entered into a contract with the person making the booking (the Group Leader) for the specified Party to stay at the specified Property on the specified Dates (Hire Period). Up unto this point, if NH have another enquiry for the same dates you may lose your booking.

The group leader is responsible for the booking & payments. It is the group's leader's responsibility to inform NH at the time of booking any guests under the age of 25. It is the group leader's responsibility to collect all the payments due & pay NH in one payment direct. It is the group leader's responsibility to ensure all members of the group know the terms & conditions of booking.

Payment process

Deposit The initial deposit will be for £60pp (2 Nights) or £100pp (3 nights) . Payment should be made by bank transfer to the following account details and quoting the Group Leader's name and date of stay as the reference:

Sort code 20-51-01 Account number 10793647

This initial deposit is non-refundable in the event of cancellation.

If you numbers drop the excess deposit paid can go toward to final balance. If your numbers drop below 16 we still take the cost of 16 guests for the stay. If your numbers increase we will happily add on more guests at any time.

Balance

The balance will be payable 3 months prior to the arrival date. If the full balance due is not paid by the due date, NH reserve the right to cancel the booking and re-sell the dates with no refund being given.

On receipt of your balance NH will email or post you a document summarising all final arrangements – please check through this and let us know immediately if anything is not correct.

Once the balance has been paid no refunds will be given for any cancellations, or for any guests from your party dropping out of the booking.

Activities and Extras

Activities must be paid in full 3 months before arrival. Can be subject to change in price or description at anytime without prior notice. We do not offer compensation if any of our team/ activities has to cancel or discounts if you are unhappy with the activities. Will always try to offer an alternative replacement team or activity, in the event that an activity cannot go ahead. If this is not suitable we will refund the activity cost. If you decide to cancel a confirmed/planned/booked activity 3 months before arrival you maybe charged the full cost of this activity.

Damage/Security/Behaviour Deposit This £650 deposit is due 1 week prior to arrival. If this is not paid then the booking will be cancelled without any refund. The damages deposit is fully refundable within 7 days after you leave PROVIDED you have not caused any significant damage, mess, behaviour issues or nuisance to neighbours. The odd plate or glass will not be charged for, but major loss of crockery/glassware, damage to furniture/bedding/carpets and/or excessive mess will be charged for and deducted. Any illicit, criminal, dangerous, or reckless behaviour will also result in a loss of deposit.

If during the booking period there are any breakages or damage caused to the property, furniture, equipment, utensils or hot tub within the property by anyone in the Party, then the Group Leader should report the same to the Owner as soon as possible. If during the hire period, if the Owner is concerned about any damage or breakages, then the Owner has the right to enter the property and they may require the Group Leader and all those within the Party to vacate the Property. If the Owner does take this action, then the Booking will be deemed to have immediately come to an end and the Group Leader (and anyone in the party) shall not be entitled to a refund or any compensation for any reason due to the Hire period coming to an end early.

The Group Leader is responsible for any damage or loss caused themselves or a member of your party. Should damage occur which exceeds the deposit held, NH will present evidence and estimates/invoices and NH will pursue full reimbursement. You agree that our decision as regards any damages payable is final and binding upon you. Initially payment for any such damage will be deducted from the refundable security deposit. If any additional funds are required they must be paid within 7 days of payment being requested. If you fail to make payment you will be responsible for meeting any subsequent claims made against us including our full legal costs in issuing legal proceedings against you. If after any repairs, replacement or additional cleaning there is any security deposit remaining, then this will be returned to the Group Leader

People allowed in the property No additional guests above the number booked and paid for are allowed to enter the property. Only the people listed on the booking form are allowed into the property. If the guest list changes, then the Group Leader must inform NH in writing prior to the booking commencing of guests being removed and guests added. We have CCTV at the house to protect our home and your safety.

Outside catering/ entertainment: We are more than happy to organize the best local caterers/ cocktail makers/ butlers/ life drawing classes etc, in fact we have brilliant reasonable packages designed to take the stress out of organizing your activities. We use excellent companies who are all insured to work at Norfolk House. **Unfortunately due to our insurance we cannot allow guests to hire third party to visit our house.** It is also not permitted for any alcohol to be sold on the premises. We consider this a serious breach of the rules and will result in a loss of the whole deposit.

Should any of these terms be breached the owner has the right to repossess the property with immediate effect and without any compensation or refund due to you or your party.

Amending numbers of guests Prior to payment of the Final Balance additional guests can be added, up to the maximum occupancy of the property (20 or 24 by special arrangement). Additionally, guest numbers can be reduced, and the final balance due will adjust accordingly based on the pricing arrangement detailed on the booking form as long as the minimum of 16 guests has been reached.

After payment of the Final Balance additional guests can be also be added, up to the maximum occupancy of the property, on receipt of any additional money due based on the pricing arrangement detailed on the booking form. Any reduction in numbers will not result in any refund being due.

Amending of booking dates

A request to change the booking date after the deposit and/or final balance is paid constitutes a cancellation (see below). If mutually acceptable alternative dates are available, NH will create a new booking and transfer any money paid to that booking. If no mutually acceptable dates are available any moneys paid will not be refunded.

Cancellation of booking by you

Only the Group leader can cancel a booking. If you need to cancel you must telephone us on the number shown on our written confirmation as soon as possible. You will also be required to confirm your cancellation or amendment in writing or by email to the addresses shown on our written confirmation. A cancellation will not take effect until NH receive written confirmation from you. If you cancel prior to paying the Final Balance you will lose the Deposit. If you cancel after having paid the Final Balance you will lose all moneys paid.

Cancellation of booking by us.

NH has the right to cancel your booking in advance and you will be refunded the full amount of the booking.

NH would only cancel your booking if your accommodation was unavailable for reasons beyond our control. NH would attempt to offer you alternative accommodation – however if this was not possible, or unacceptable to you, then NH would refund all monies paid by you for the booking. Our liability would not extend beyond this refund and no further compensation will be paid.

Compensation will not be payable if NH are forced to cancel or in any way change your booking as a result of war, or threat of war, riot, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster, an act of god, fire, flood, adverse weather conditions, technical problems affecting transport or any similar events beyond our control nor will NH be liable for flight delays or changes to your booking for health or safety reasons.

NH reserve the right to cancel any bookings at any point both before and during the booking should they feel the group is not suitable for the accommodation.

Insurance Your booking is a legally binding contract, and like all contracts you should protect yourself in case things go wrong. No refunds will be given, for some or all of the group not being able to attend for all or part of the booking, due to for example, not being able to travel due to snow, floods, health reasons, transport, or any other reason. To avoid the added stress of cancellation charges and for your complete peace of mind we highly recommend that you take out holiday cancellation insurance.

An adequate insurance should cover you against all travel or accommodation deposits or charges which you have paid or are contracted to pay in respect of any or part of the holiday which you are prevented from undertaking and where the appropriate premium has been paid. The insurance should cover cancellation or curtailment of your holiday due to death, injury, illness, redundancy, summons for jury service or as a court witness, your home becoming uninhabitable or you being required to assist in police enquiries. Close relatives who are not travelling, are usually also protected if you cancel your holiday due to their death, suffering severe accidental injury or a serious illness. If you have to cancel for a reason not covered by insurance, the same charges apply.

If you or any of the party are unable to attend all or some of the booking for any reason outside of your/their control, and you have the appropriate cover in place, NH will be happy to provide you with a Statement of Payments Received to support an insurance claim, but please note that NH are unable to confirm or deny your participation in the event.

All 3rd Party activities are done so at the Hirers risk and responsibility, and the Group Leader must have their own travel insurance to cover this. The Group Leader can ask the 3rd Party for a copy of their insurance at any point to see what is or isn't covered before they do any of the activities. NH are not responsible for the 3rd Parties insurance or the Hirers insurance. If you participate in sports and activities whilst travelling, whether or not organised and arranged independently of us, it should be understood that participation is at the individual's own risk and it is your responsibility to ensure that such activities are covered by your insurance policy.

NH cannot be responsible for an 'Act of God' and NH remind guests that NH cannot be held responsible for natural disasters and other events out of your control. Guests should take out adequate travel insurance to cover them in the event of such circumstances.

Check-in Whilst check-in time for the main group is 4pm earliest, it is fine for a small party of up to 4 (including the lead booker) to arrive from 3pm, by prior arrangement, to prepare and decorate ready for the Hen's arrival. We need to run through the house on arrival, which takes up to 20 minutes. If the first guests to arrive are intoxicated we will not be able to check you in and may result in the booking been canceled on arrival. Please arrange food delivery to arrive in the morning or after 4.30pm

Check-out Normal check out is 12 am. If possible, the owners will arrive at the property 5-10 minutes before your departure. If you intend departing earlier, you must contact the owners to give them the opportunity to meet you before you leave. If the owners are unable to meet you then they will advise of such and we ask that you turn off all appliances and lights, close all windows and lock all doors – failure to do so could result in a break-in and damage/theft to property for which you would be held liable. Then post the key through the letterbox on the back gate.

Upon departure you are obliged to leave everything in a clean and tidy condition. This means please wash up all dirty plates and pans; rubbish/recycling to be cleared and left in the appropriate bins outside, towels are in baths, all items are in the original places, windows and doors secured. Any damages please jot down. Please do not strip the beds.

NH reserve the right to deduct additional costs if NH consider that the property has been left in an unacceptably dirty state.

Smoking

Please note that smoking is not allowed anywhere within the property. Your deposit will automatically be forfeit if this is ignored and if smokers do not clear up after themselves outside, extra cleaning charges will be levied. There is an ashtray outside please use this.

NH reserve the right to seek compensation (including consequential loss) for any damage and additional costs of cleaning (such as curtains etc) caused by a guest smoking within the house. Consequential costs may be incurred where it is not possible to remove the smell of smoke from a cottage prior to the arrival of the next guest who subsequently demands compensation from ourselves. NH allow smoking in outside designated area of the back garden, please ensure if you are doing this after the 10pm curfew you must talk in quite voices.

Noise and Nuisance to Neighbours NH appreciate the need for you to have an enjoyable time whilst on your booking; however, NH would also ask you to respect the property and its neighbours and not disturb or cause offence in any way. Outside music unfortunately is not allowed. NH ask that all outside noise is kept at a level that considers any neighbours. All outside loud music or shouting/loud talking is prohibited in consideration of the neighbours. Inside loud party style music is also prohibited after 1pm all doors and windows must be closed after 9pm. **The hot tub and outdoor area must not be used after 10pm- 7am**, our handy man will arrive at the property to add the chemicals at 10.15pm you must not use the tub again until the morning after the chemicals have been added.

Please note that after 10pm-7pm if any noise nuisance is made or a complaint is made, particularly outside, which would affect neighbours, your deposit will be forfeited.

All naked butlers or similar semi-naked activities must take place inside the house not in the gardens.

Please arrival quietly after a late night out. If you receive a complaint from a neighbour you must disclose this at check out.

Uses of fireworks are not permitted under any circumstances. Please do not to release 'sky lanterns' or similar.

Behaviour by guests

NH expects all members of the party to have consideration for other people. If you or any member of your party behaves in such a way which is likely to cause danger, upset or distress to a third party and/or damage to the property, the owners are entitled without giving prior notice to terminate the booking. Should this situation arise the person concerned will be required to leave the accommodation and/or service being provided. NH will have no further responsibility towards such person including alternative accommodation arrangements. In these circumstances no refunds will be made and NH will not pay any expenses for costs incurred as a result of the contract being terminated. If the owners feel the whole group is not behaving respectfully to the property, owners or a 3rd party, then the owners have the right to ask all the Party to leave, and no refund or compensation will be given.

Under 18

NH do not generally permit guests under 18 to stay in the property. However, if permission has been given, then they should be supervised at all times and check things like window locks, cleaning products in cupboards low to the ground, stairs, hot tubs and gardens. It must be noted that this home is full off antiques, art and collectables. The house also has lots of stairs. Because of this, I wouldn't recommend for families with toddlers. Children should be closely monitored and not left alone in the property, especially near windows and stairs on the upper floor of the property, around the stairs on the terrace or balcony or on the roof terrace around the BBQ area. Do not allow children to fill the baths/showers alone the **HOT WATER IS VERY,VERY HOT**.

Please ensure that proper control is exercised over children and never allow them to jump in beds or sofas.

If children are likely to wet the bed, please provide a waterproof protective cover, stained mattresses will have to be replaced.

Please keep children away from the electric gates and garage door to avoid serious injury. Be aware that blind strings in the house can be serious hazard to young children.

No young child should be allowed in a hot tub until they can stand on the bottom and have their head remain completely out of the water. Children who are big enough to be in a hot tub should not use it for more than five minutes at a time, especially at the maximum temperature of 104 degrees

. If there is anything that the Group Leader is concerned about as a matter of safety for any child then the Group Leader is expected to take the child into a safe environment until the matter has been resolved.

NH will not accept any responsibility for any injury, death, damage, or claim for any children while staying at the accommodation or in the garden swimming pool or hot tub.

Pets Guests are not allowed to bring any pets or animals into the property. If the Owner does take this action, then the Hire Period will be deemed to have immediately come to an end and the owners have the right to ask all the Party to leave and no refund or compensation will be given. NH will not be held responsible for any injury or death for any pets brought into the property. The Group Leader will be responsible to pay for any damages to the property as a direct result of their pet/s.

Bicycles Guests bringing their own bicycles should ensure they are locked, please bring locks with you. The owner cannot be held responsible for damage or theft to bicycles left on the property. Bicycles are NOT permitted inside the property.

Lost Property In the event of finding any of your personal items after your stay, NH will contact the lead guest or please feel free to contact us if you think you have left anything. NH will hold lost property for 1 month then dispose. Should you wish your items to be returned, NH will happily do so but the postage and administration costs will be deducted from the security deposit.

Hot tub Hirers are using hot tub completely at their own risk. NH will not take any responsibility for any injury, death, accident, damage, expense or claims made from using the Hot Tub or swimming pool provided by the Owners of the property. The hot tub lid must be replaced when not in use. Do not use the hot tub after the 10pm-7am curfew or after the chemicals have been added at 10.15pm. It is the hirer's responsibility to check all safety instructions and behave in a sensible manner while in or near a hot tub or swimming pool. It is the Hirers responsibility to not let children near the hot tub or leave anyone in the hot tub unattended under the age of 18.

It is the individual's responsibility to not enter the hot tub or go anywhere near the hot tub under the influence of alcohol. Pregnant women should not go in the hot tub.

If there is anything of concern – the Group Leader has to immediately contact the owner, and no members of the party should use the hot tub or swimming pool until the matter has been resolved. If the water of a hot tub or swimming pool needs to be changed as a direct result of the misuse, then there may be a charge, which will be deducted from the security deposit.

Use of property WIFI It is illegal to download or stream pirate copies of games, films, music etc. If this has been done during the hire period – criminal proceedings maybe issued direct from the police or owners. NH is not responsible for any illegal downloading or miss use of the internet from the hirers.

Accommodation NH makes every effort to ensure that the description of the requested Property as it appears on the website is accurate and up to date. NH does make every effort to update the descriptions for any material changes made to the Property, however NH shall not be held responsible for any minor discrepancies in the Property from the descriptions on the website, or any changes made to the Property by the Owner after the date of the Booking Enquiry.

It is the Group Leader's responsibility to check, on arrival, all fire exit routes and it is the hirer's responsibility to check that children are safe and that all guests are familiar with safety procedures

NH will not be held responsible for any injury, accident, death, loss or damage, expense or claim as a result of owner's neglect or negligence related to the actual accommodation.

House Alarm

The house is equipped with a monitored intruder and fire alarm. The fire alarm is mains supplied and in all areas of the house and will directly call the **Fire Brigade/Police** when activated. If the alarm sounds when you are in the property, check the nearest panel to find if it is a fault/fire/intruder.

Setting House Alarm

Guests are requested not to set the house alarm unless requested to do so.

Panic Alarms

There are panic alarms on all levels these should never be pressed unless you are in grave danger (i.e. a burglar is in the house) as the police will come straight away if in doubt call the police direct (please warn all guest what they are and not to touch them) We have covered these so they are not activated by accident **DO NOT REMOVE THE COVERS. Activation of the panic alarm will incur full loss of deposit.**

Smoke Alarm

If the smoke alarm is set off (false alarm) the call center will call the house phone immediately, if you do not answer the house phone when they call the fire brigade will be called without failure (this will result in us losing the service and you your deposit) quote this number if you receive this call 401571 to cancel a false alarm within 60 seconds!!

Exits

There are three exits at the house the main FRONT door (keys for this door are stored in the old shutter to the side of the door) only use this exit in case of emergency. The door in the main hall leading to the balcony can also be used in case of emergency; the keys for this door are located on a small hook at the side of the doorframe. Please use the doorstep for this door to stop it slamming in the wind. There is a second staircase leading from the second floor (covered with a trap door) to the dining room, this staircase should only be used during emergency situation.

Windows

All ground and basement windows are locked keys can be found pinned to window frames in some rooms. Please do not leave open any ground floor or basement windows, these are all locked and must remain so.

Velux attic windows

Please don't open the windows or the blinds here as they will not re-shut (they are due to be replaced at the end of the season)

Fire ladder

In the upstairs hall, there is a retractable fire ladder stored in the wicker basket, this is designed to be hung from a window and used as a fire escape.

All bedroom windows are left unlocked so they can be used in case of emergency.

Fire safety

No candles or burning matters may be used in the house, do not try to light any of the fires as the chimneys are capped.

Electric gates

open using intercoms phones around house or use your key fob button. Press to open and again to hold open. Gates shut automatically quickly so take care when reversing. They have a magic eye so won't close on your car but can start to close as you get close to them. Never let children play with or around closing gates. To open gates using keypad 2009

Energy

We would like you to be respectful of the environment and our energy consumption. We have an energy reader and if guests use excessive amounts of energy we will take a contribution from your deposit to cover this use. Please don't leave on all the lights when you're not in the rooms or out of the house. Do Not leave the heating on when you are out or through the night. Close doors to keep rooms warm. Do not leave the hot tub bubbles or lights on or the lid off (this will eat the energy) We appreciate your cooperation on this matter.

Toilet Paper

The trend for making a wedding dress out of toilet roll is all the rage. If you intend to play this hen party game then please bring your own extra rolls for this purpose. Its goes without saying that you must not dispose of large amounts of paper down the toilets.

Non-smoking

Strictly no smoking or candles allowed anywhere in the house.

Smoking is allowed in the garden - please place all cigarette butts in ashtrays provided. Please note that if a guest smokes in the house, we will need to have the property professionally super cleaned at the expense of the guest.

Fireworks or Chinese lanterns:

Are not permitted to be used or brought onto the premises

Hair straighteners and curlers: Burn carpets and surfaces; do not place down on any surfaces that could cause damage.

False Tan: We all love a bit of colour, but false tan stains towels and bedding ,please don't get it on our linen or carpets.

Internet cables, phone lines, Netgear box, security camras do not unplug or disconnect any of the electronics in the drawing room. Please do not use the computer in the drawing room.

Red Wine

No red wine in the white lounge or bedrooms

Servant's staircase

These stairs have been hatched now do not use unless in case of emergency,

Roof Terrace

A beautiful space but never sit on the edge of the roof (its low and you could fall from the roof) I highly recommend you don't use this area if you have been drinking alcohol and do not allow children to play here. Smoking on the terrace is not allowed and all noise on the balcony must stop at 10pm

The Secret Door

In the drawing room is fragile and over 200 years old the hinges will break if you let this door slam or you don't close carefully, ideally I would leave it open and ask guest to refrain from opening and closing.

CD/DVD/Books and games

Are all here for your enjoyment during your stay please leave here when you leave. Pease take care of these as they belong to our children.

Hot water

Will be on 'constant' and will be piping hot, please be careful (especially with children). There are 3 hot water cylinders for the 4 main house bathrooms (the Rose and Gold room are on one and Green and Kids on the other) if the water runs cold wait at least 30 mins (ideally more for piping hot) and it will be hot again. If you are large groups all heading out for the evening think about this ahead of time (make a rota) We had hoped to have a new instant system fitted for your stay but unfortunately we are waiting for the correct gas fitting to arrive. We do not except complaints or refunds on the basis that you were unhappy with having to wait for hot water.

Heating

The heating will be pre-set for your arrival if you need to change this I will show you how to change. We have a portable thermostat located in the drawing room, use this to change the temp in this room and the other rooms will follow suit. DO NOT MOVE this thermostat or the heating will fail. Each radiator can be controlled manually on the radiator its self. Do not enter the boiler room and start to change any settings, taps or switches. The system is complicated and any changes can cause huge problems. Some times if the heating does not come on you may have to turn the water to OFF to start up the heating

Banners and Balloons: no blue tack or sticky tape may be attached to any painted or wall papered surfaces. Frog or masking tape maybe ok on the cornice or dado rails or fireplaces or doors. (test a patch first as any damage will need resulting in deposit cover). Sorry, we do not allow Pinata's at NH

Parking:

Off-street parking for 3/4/5 vehicles is available in back of our house in the driveway behind electric gates DO NOT PARK ON THE GRASS the gates must be closed at all times. Please be considerate to our neighbors when parking to ensure our neighbors are not inconvenienced. We have had complaints from our neighbors about cars parking illegally on the pavement or blocking up Norfolk Close (so please can you park on Cemetery Road ,one street up)the traffic wardens are very keen and will give you a ticket for parking here. Do not park in our neighbours driveways or in front of their garages. We also have a parking permit for resident parking located opposite the house on Vernon Ave and visible from the house, please find the permit in the house manual.

Location:

We are located close to town on a main route into Huddersfield, this is not a rural setting. Our guests love that we are walking distance from Huddersfeild Town and Greenhead Park. We do not hide that we are a town house we embrace it. We have lovely private garden at the rear of the house but also have neighbours close by. All visitors and deliveries to come to the rear of the property as the front gates are always locked. We recommend you close the blinds after dark for your privacy.

Cutlery and Inventory

Please make sure all items from the kitchen are returned to the kitchen on check out. Extra cutlery and tablewear can be found in the dresser in the dinning room.

All rooms are carefully furnished to ensure our guests enjoy their stay with us - please DO NOT move large furniture to avoid unnecessary damage to floors, doors, walls and furniture. Take care of the small dinning table with the pads provided. Some furniture will have notes

asking you not to open or touch please take note. If you would like the rooms lying out differently please let us know and we will, organize for you.

We do keep some personal items in wardrobes etc please leave these in place and do not try to open locked cupboards or rooms.

BBQ

A BBQ is provided for your use during the summer months only. Please site the BBQ a distance away from the house (its stored under the balcony) if you wish to use this could you please empty the ash and leave the grill tray in a reasonably clean condition before you leave for the benefit of the next guests. Apologies if the previous guests have not extended this courtesy to you but as our cleaner has a lot to do in a short time and just can't physically manage this as well between changeovers this is one job we respectfully ask guests to undertake themselves.

Feed-back

Reviews are very important for us to grow our business, if you email the review so we can share it on social meadia, many thanks in advance for this. If you have a constructive comment on how we can improve we would love to hear that too.

Our Responsibilities

NH will ensure that the booking NH have agreed to provide will be arranged, performed or provided with reasonable care and skill. NH do not accept responsibility for any services which NH have not agreed to provide and arrange. NH will not be responsible for problems arising due to a reason which you are aware of at the time of booking and did not disclose to us, or where any problems incurred by you did not result from a breach of our contract or as a result of our actions.

Complaints

If the Group Leader has cause to complain during the Hire period, the matter should be raised in the with the Owner.

If the Group Leader does not raise any complaint, which it may have during the Hire period, the Owner shall not, except in limited circumstances, consider any complaints that may be raised after the Hire has ended. Any complaints must be confirmed within 24 hours in writing or by email of the end of the booking.

Limitations of Liability

NH will not be responsible for any injury, illness, loss, damage, expense or any other claim which results from any of the following:

- a) a fault of yours or any member of your party
- b) a fault of any 3rd party not connected with your break which could not have been predicted or avoided.
- c) an event which NH could not have predicted or avoided
- d) an incident which arises out of you or a member of your party failing to follow supplier instructions with regard to the use of facilities eg hot tubs

NH will not be responsible for any personal items being lost or damaged or theft during your booking

NH will not be responsible for any injuries, loss or damage, or expense or claim which may result for having too much to drink, or acting with negligence.

NH will not be responsible for any theft or damage from the outside grounds of the properties, such as vehicles or bikes.

The Company's total liability in contract, tort, misrepresentation, restitution or otherwise arising in connection with the performance or the Contract shall be limited to the Price.

Data Protection NH will use the personal data of the Group Leader and members of the Party for the purpose of processing the Booking enquiry and for carrying out the Company's obligations in accordance with the contract.

By making a booking you are confirming you and all your party have read and agreed to abide by the points in the document and that the owner may retain your deposit if you fail to comply with the rules.