



Terms and Conditions 2011/12

General

This agreement is between the person making the booking (hereafter known as 'The Client') and The Ellingham Partnership (hereafter known as 'Ellingham Hall'). It is your responsibility to ensure that all members of your party are aware of and accept all the obligations contained therein.

Updated versions of the Terms and Conditions may become available at a later date. The Terms and Conditions will only be updated to improve the quality of service offered by Ellingham Hall and for the safety of The Client. It is The Client's responsibility to ensure that they check the website to obtain updated copy or contact Ellingham Hall direct.

Booking

All bookings are accepted on the following terms:-

1. The Client must be over 21 years of age and be a capable and responsible adult. This person must be present for the duration of the stay and accept overall responsibility for the whole party.
2. The maximum number of guests staying in Ellingham Hall must not exceed 31. If it appears that there has been more accommodated than stated above the security deposit will be forfeited.
3. The Client is obliged to keep the Hall, its furnishings, fixtures, grounds and effects in the same state of repair and condition as they were in at the commencement of the stay, and to ensure that the property is left clean and tidy.
4. You will be responsible for any damage to the Hall, its furniture, fixtures, fittings and effects. Anything that is broken, damaged or misplaced should be reported. This enables us to fully prepare and equip the Hall prior to the arrival of the next guests. Other items should be reported and the monies will be deducted from the security deposit.
5. You must not assign, or part with the possessions of the property, or anything contained within it, or use it other than as a single dwelling for the occupation by the individual and their party who have made the booking with us.
6. You will permit the owner or representatives of the property including workmen / repair persons to have access at reasonable times to carry out repairs or inspections to the property, or in such cases of an emergency at any time without such notice.

Payment

1. No contract exists until a completed and signed booking form has been received by Ellingham Hall, along with a deposit of £1000 – all cheques are to be made payable to "The Ellingham Partnership". The remaining balance is then due by the individual at the following stages – six month, four month and two months prior to the commencement of booking.
2. Cancellation - If you cancel a booking for which you have paid a £1000 booking deposit and further payments, these are non-refundable. Holiday and Wedding cancellation insurance is available from insurance brokers and we strongly advise that our guests take advantage of this to cover any potential problems.
3. Catering / drinks quotes – all prices are correct at the time of quoting, and will stay at that cost for up to 4 weeks until confirmed in the form of an event plan. Until this time costs may be subject to change.
4. Catering and wine payments must be received by no later than 4 weeks prior to the date of arrival. Once payment has been received there will be no refunds issued should numbers drop, however numbers may be added if sufficient notice is given.
5. Security Deposit – Ellingham Hall requires a security deposit of £500 per booking at the Hall. This needs to be paid by cheque along with the last instalment. The deposit will be cashed into a business holding account and returned in full the week following departure, providing everything at the Hall is left undamaged, in order and all conditions have been met.
6. Ellingham Hall does not warrant and is not responsible for the accuracy of any verbal information or statements made by its employees.
7. Ellingham Hall reserves the right to charge for any cheques returned by the bank.



8. Some clients choose to charge for the hire of rooms to their guests, this is solely at the clients' discretion and something that they have to organise themselves. We cannot collect any monies for rooms for your guests.

During Your Stay

To ensure the house has been properly cleaned and prepared for your arrival the rental period begins at 3pm on the commencement date, and terminates at 10am on the date of departure. The clients shall be liable for any loss, claim, cost or expense arising from any failure on the part of the client to vacate the Hall in accordance with this condition. If the time of departure is exceeded then the security deposit may be forfeited.

1. Ellingham Hall requests that its guests, both residents and visitors, ensure that nothing happens which may be a nuisance or inconvenience to the village of Ellingham and its residents. This includes fireworks and Chinese lanterns. In the event that behaviour within the grounds of the property creates such a level of nuisance and rowdiness so as to cause persistent complaint from neighbours, The Ellingham Hall reserves the right to request those guests or all members of the party to leave the property as well as retain the security deposit should any issues arise.
2. No smoking is allowed indoors. If smoking outside, all guests must use the pots and wall mounted bins, which are strategically placed outside the front and back doors in which to stub out cigarettes, or else pick up and safely dispose of cigarette ends.
3. A fully compliant fire system is in place including emergency exit signs. It is your responsibility to ensure your guests take time to familiarise themselves with the house map exit points and extinguisher points. This information is located in the rear corridor outside the toilets.
4. At Ellingham Hall, there is a private sewerage system with all waste from the toilets and sinks going into a septic tank. Nothing other than "natural" waste and toilet tissue is to be flushed down the toilets. Small bins and bags are provided for the disposal of sanitary items, nappies, baby wipes etc.
5. Whilst Ellingham Hall hold fully compliant business and public liability insurance, please note all personal items left on and around the premises is done so entirely at the owners' risk. We accept no responsibility for any lost, damaged or missing items, or any personal accident sustained by you, your party members or any visitors during your stay.
6. Throughout your stay there will be a fully-equipped bar operational for you to purchase alcoholic beverages from in accordance with the terms of our premises licence. Advance purchases of wine may be made from us, or corkage can be paid if you are bringing your own. It is the responsibility of the client and guests to check on bar opening hours prior to arrival. If any persons are found consuming their own alcohol whilst the bar is operational the security deposit will be retained in its entirety.
7. Illegal drugs are strictly prohibited for the Hall and its grounds. Any guest found to be taking drugs will be ejected from the site and the police will be informed.
8. On the day of your wedding or special event, we will provide a bespoke catering service for you including all staffing for the day. The remainder of your time is self catering – however we can provide full catering for your entire stay if you wish. No external caterers are allowed on site – this will result in the loss of the security deposit and possible further charges.
9. All external suppliers (bands/florists/photographers) who are not on our preferred supplier list must have relevant public liability insurance. This must be provided to Ellingham Hall prior to entering the premises.
10. We only allow fireworks displays to take place in the grounds of the Hall during bonfire night on the 5th of November and New Years Eve. Any displays outside of these dates will forfeit your security deposit. This includes silent fireworks. Any firework display must be operated by a fully licensed business and operated by a 'responsible individual'.
11. Our premises licence for the sale of alcohol, music, dancing and late night refreshment ends at midnight, when the bar will close. At this time, the Chapel will be vacated where it will be locked by a member of staff. It is your duty to inform any bands or DJ's of the cut off time, and your extra guests to vacate the property.
12. We do not permit camping, caravans or motor homes in the garden or grounds of the house under any circumstances.



13. We are happy to return any items that you may have left behind. Please note there will be a minimum charge of £10 for this service. We keep “left items” for 2 weeks. At this point if we have not heard from any member of your party they are disposed of. Items found which we believe to be of value will be notified to you regardless.
14. There are 3 travel cots available for use in the house upon request. However there is no linen supplied for these.
15. There are some essential items that are supplied during your stay, such as toilet roll, dishwasher tablets, washing up liquid etc. Also, coal and logs are in the cupboard in the red Drawing Room, and there is a bunker in the rear yard containing more coal should you run out.
16. Safety. Use of the Jacuzzi is at your own risk. Guests are specifically requested not to allow unsupervised children to use the Jacuzzi at any time. There is to be no alcohol consumed in the Jacuzzi and no use of the Jacuzzi after 10pm. Please be aware that a stream runs through the Hall grounds and to inform those responsible for small children or vulnerable adults about this.
17. Occasionally problems mean some facilities or services are unavailable, and if this is the case, we will tell you as soon as reasonably practical after we have been made aware of the situation.

Signed

Name (BLOCK CAPITALS)

Date