



## Efford Park Manor Terms of Use

### Booking Deposit

A non-refundable booking deposit is due to secure your booking of 30%.

### Damage Deposit

We charge a **£1,000** damage deposit payable when your balance is due. We collect, hold and return this money on your behalf to cover damage to your rental. You have 7 days to file a claim.

### Arrival and Departure Times

You may arrive at the property any time after 3.00pm. At the end of your stay you should depart by 11.00am, unless otherwise previously agreed. Please make sure you notify us of your arrival and departure times, so we can make sure we are around to greet you.

### Balance Due

6 weeks before arrival date.

### Guest cancellation policy

Once paid in full you will receive:

- a 50% refund of the total cost if you cancel at least four weeks before check-in.
- a 25% refund of the total cost if you cancel at least two weeks before check-in.

If you fail to pay in full, you will lose your non-refundable booking deposit.

### Booking Contract

This is a contract between you and Efford Park Manor Berkshire covering the terms of your rental. Guests automatically agree to these terms when you pay your booking deposit. The Booking Contract is attached.

## **Pets**

Pets are not permitted at Efford Park Manor.

## **Mobile Phones**

Please also note that some rural locations like ours have variable mobile phone coverage. If this is important to you, please ask at the time of booking.

## **Linen and towels**

These are provided at Efford Park Manor. They are for internal use only.

## **Music**

Loud music is not permitted between midnight and 9am within the grounds of the rental property.

## **Personal Safety**

Please note, it is the responsibility of the Lead Guest to keep their party safe at all times.

## **Special Occasions**

No party, event or gathering may take place at the property which exceeds the maximum agreed occupancy numbers for the property without prior consent. It is also not permitted for any commercial enterprise or supplier of leisure activities to visit the property during your stay without the House Manager's consent e.g. a caterer, magician etc. It is also not permitted for any alcohol to be sold on the premises. Should any of these terms be breached the House Manager has the right to repossess the property without any compensation or refund due to you or your party.

## **Accessibility**

Efford Park Manor is not accessible to wheelchair users. Please enquire prior to booking if you have a wheelchair user in your party.

## **Smoking**

Please note that in accordance with current legislation, smoking is not permitted at Efford Park Manor.

## **Complaints**

All complaints must be notified to the House Manager immediately, so that on-the-spot investigation can be made if necessary and remedial action taken if required. Under no circumstances will compensation be made for complaints raised after the holiday period has ended, or when the holiday guest has denied the House Manager the opportunity of investigating the complaint and endeavouring to put matters right during the stay. The House Manager can be contacted on 07712 704865.