



Colehayes Park

Terms & Conditions

Bookings

Bookings are only fully confirmed and blocked off in our diary when we receive the completed booking form and the booking deposit. By completing the booking form and paying the deposit you are confirming you have read and agree to the Terms & Conditions outlined as follows.

Cancellations & Changes

In the unfortunate event that you need to cancel your stay please inform us immediately by phone and email. All payments received are non-refundable - unless we are able to resell your dates which we will endeavour to do. We strongly recommend that you take the necessary insurance in the event of cancellation. Your dates can be changed to an alternative available date, up until 6 months prior. After which any payments received are non-transferable. The new costs may increase due to the relevant seasonal pricing.

Schedule of Payments

Payment Type	Due Date	Amount Due
Booking Deposit	Upon Contract	£1000
1/3 rd of Balance (less deposit)	12 months prior	TBC
Remaining Balance	6 weeks prior	TBC
Any Extra Fees*	2 weeks prior	TBC
Security Deposit	2 weeks prior	£1000

Your specific payment dates and amounts due are outlined in your booking form. Prices are inclusive of VAT. If the rate of VAT changes between the date we accept your booking and your arrival date, we will adjust the rate of VAT that you pay accordingly. If payment is not received within a timely manner we reserve the right to cancel your booking and no previous payments will be refunded.

*Extra Fees include additional day guest fees, camping pitch fees and any hired items. To be calculated based on your expected attendee list and requirements.

Security Deposit

A refundable security deposit of £1000 must be paid 2 weeks prior in cash or by bank transfer. This will be held against damage to the property and its contents, but this amount does not limit the amount of your liability should there be extensive damage or loss above and beyond this amount. The deposit will be returned 1 week following your stay, providing there has been no major incidents for example but not limited to – broken windows, soiled beds, broken furniture, ruined carpets, scratched wooden floors, abundant evidence of left dirty dishes and glassware or malicious damage. We reserve the right to deduct from your deposit any cost of repair, replacement or extra cleaning.

Cork Tree Cottage

If you are booking your stay at the Manor, you have the choice to also hire Cork Tree Cottage, if it is available. Cork Tree Cottage is charged separately and requires a 1/3 deposit to secure your dates and final payment 6 weeks prior to arrival. Please be aware that if you do not book the cottage, there is a possibility that another holiday-maker may book the cottage during your stay at the Manor. They are not allowed to use the Manor or main gardens and are restricted to their adjacent lawn and seating area. Guests staying in the cottage will have accepted their booking knowing the Manor may be rented separately and aware they must be respectful of your privacy.



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Bar

We do not charge any corkage fees and do not have a limit of how much of your own alcohol you may bring. You are free to run your own pay bar and charge your guests up to midnight as per our license. After that alcohol must only be given freely or the bar must cease. Should you wish to extend our alcohol license past midnight there is an option to apply. You must do this at least 14 days prior to your stay, it is free of charge but there is no guarantee that it will be granted.

Condition of the Premises & Included Items

The Manor is to be treated like a super-sized holiday home. On departure it is your responsibility to ensure the Manor is of a reasonably tidy standard and is in the condition that it was found with regards to furniture, wall hangings, kitchen equipment etc. If for instance furniture or paintings have not been returned to their original positions, which has necessitated extra time for our staff to put items back, we may take this into account when returning your security deposit. The crockery, cutlery and glassware are required to be cleaned, dried and put back where they were found. If these items are not of cleanly standard we may deduct extra washing & drying time from your security deposit. Tables and chairs may be taken outside but must be brought back inside if it starts raining to prevent water damage. You may move furniture such as the beds, sofas or pianos, but please ensure you lift rather than drag them to avoid damage to the floors.

Decoration

If you wish to hang decorations yourself please be aware that this is entirely at your own risk and any injury or damage to any person or property will be your responsibility. Decorations must not be nailed, stapled or stuck directly to the painted walls or oak panels. There are already a number of hooks and fixings available to use along the upper woodwork of the main hall. You may affix decorations to the white glossed doors and woodwork with white tack only (as blue tack and sticky tape can leave a residue and damage the paint).

Exclusive Use

The Manor is rented on an exclusive use basis but we reserve the right to gain access to the property for any maintenance requirements which may arise during your stay. If we need access for anything else we will request your permission. We reserve the right to stop any activity we reasonably believe will cause damage to the Manor or risk the safety of people. We have several neighbours that live around the estate who have shared access to the drive but they will be respectful of your privacy.

Facilities

We do our best to ensure that all infrastructure, facilities and equipment of the Manor are in full working order. Please report any incidents or faults that may arise and we will endeavour to assist immediately so we can make repairs or provide replacements. However, if despite our efforts we are unable to remedy the situation during your stay no compensation will be paid. If a fault is caused by any of your guests please notify us as soon as possible and do not hide any issues as they could cause even greater problems if not attended to immediately.

Force Majeure

We are entitled to cancel your stay upon phone and email notice due to events outside of our control, such as but not limited to - fire, flood, unexpected serious damage to the Manor, severe adverse weather conditions, failure of water or power. In such circumstances a full refund of any money you have paid would be made, but no further compensation for other expenses you may have incurred will apply. Therefore, we strongly recommend that you take out relevant insurance in case of unforeseen circumstances and cancellation.



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Marquees

We have numerous locations for marquees on the estate. We do not charge any additional fees, but please liaise with us regarding your planned location and the dates it is to be erected and dismantled. Please note, if you plan to have your marquee on the side lawn next to Cork Tree Cottage you must also book the Cottage in addition to the Manor.

Maximum Capacities

The number of guests including day/evening guests must be agreed with us in advance. Two weeks prior to your arrival you must provide us with an expected attendee list for insurance purposes. We reserve the right to refuse entry to the entire party if this agreed number is not observed. If it is clear that the maximum number of total guests has been exceeded we reserve the right to deduct the additional fees from your security deposit. If the number of guests greatly exceeds what has been agreed on and your numbers pose a threat to the safety of people or the building, we reserve the right to halt the event until and unless you reduce the number of guests to a level agreed with us.

Noise

In accordance with our entertainment license, all outside music must cease at 11pm. Before 11pm, please ensure that any outside music is kept to a reasonable level to respect our neighbours. We ask that any outside music is directed towards the manor house as this helps to limit the sounds travel. Inside the Manor house, all live and amplified music must cease at midnight. After midnight, you can continue to play your own music as long as it's kept to a reasonable level and the doors and windows are kept closed. Should you wish to extend our entertainment license past midnight there is an option to apply. You must do this at least 14 days prior to your stay, it is free of charge but there is no guarantee that it will be granted. Failure to observe the above may result in our neighbours making a complaint to the environmental health department and any fines imposed would be deducted from your security deposit. We reserve the right to enter the manor to advise you of noise violations and/or turn the volume down.

Period of Hire

Arrival is from 3pm on the first day of your stay to 10am on the last day of your stay. Any failure to not vacate at the specified time which causes delays for our cleaning staff may result in the retention of your security deposit.

Pets

Well behaved pets are welcome, but the number and type of pets brought to the manor must be agreed prior to arrival. Dogs must be supervised or restrained at all times and not allowed on any furniture. Charges may apply if there is damage done by a pet or additional cleaning required.

Planning & Extra Help

We are here to give you recommendations and if you would like, we can provide feedback for your plans. We do not get involved in the organisation of your plans and do not contact suppliers on your behalf. You are free to hire external event planners if you wish. If you would like extra help during your stay, self-employed house-keeping staff are available to assist with cleaning, washing up, cooking, bar work and to help with organising your suppliers on the day. This is an optional service at an additional charge, to be paid directly to the staff members.

Privacy Policy

We are committed to protecting your privacy and will not share your details with any third parties. We endeavour to protect and respect any personal details passed onto us.



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Recycling and Waste

We are keen to protect the environment and would like our guests to properly dispose of their general waste and recycling in the correct bins as outlined in the Manor Manual. If you or your suppliers do not suitably sort the recycling and a member of staff needs to do this on your behalf, the additional staff hours will be taken into account of your returned security deposit.

Smoke Machines, Fireworks, Chinese Lanterns and Candles.

We regret that due to our close proximity to livestock (we are located between a sheep and cattle farm), Fireworks and Chinese Lanterns are not permitted. Smoke Machines can set off our Fire Alarm so should not be used inside. Candles are permitted in the gardens and inside on the ground floor in suitable holders but must be extinguished before leaving the room.

Smoking

Smoking is not permitted in the Manor but it is permitted in the gardens and grounds. Please use sand buckets to extinguish cigarettes. If there is evidence of smoking in the Manor we will deduct £200 from the security deposit.

Suppliers

You are welcome to hire any suppliers you would like. It is your responsibility to source your own suppliers, confirm your arrangements and make payments directly with them. We give you a list of recommended suppliers who are tried, tested and we have received good feedback from past guests. We do not take any commission from these recommended suppliers and you are free to source your own. We accept no responsibility for the quality, reliability or effectiveness of any goods or services provided by any third parties including our recommended suppliers. Any complaints must be made directly with the company in question. We will not be responsible for any loss or damage in connection to food related illnesses caused by outside caterers. It is your responsibility to check that all your suppliers have Public Liability Insurance. All reputable catering companies should also have a recent Food Hygiene Certificate.

Our Responsibility

We are not excluded or in any way limited to our liability for misrepresentation, fraud, or for death or personal injury caused by any negligence on our behalf, or any matter for which it would be illegal for us to exclude or attempt to exclude our liability. We have adequate Public Liability Insurance in place for the premises and its contents. We do not accept responsibility of any loss, damage, injury or death caused by any person that is paid directly by you other than our own staff who are directly employed by us. We are not responsible for any loss, damage or theft to any belongings brought to our premises, including vehicles.

Your Responsibility

You are responsible for your guest's behaviour and safety at all times. Please ensure that any children and pets are always supervised and take special care on the drive and around the ponds, stream and lake. The use of the ponds, stream and lake or any other activity on our grounds is the responsibility of you and your guests and is done so at your own risk. Please ensure no guests swim in the lake intoxicated or after dark. The surrounding farmer's fields with livestock and the Backwater Adventures activity area must not be accessed at any time. You are responsible for the care of the Manor and its contents and must leave them in the same state of repair and tidy condition upon your departure. You are liable for any accident, loss, injury, expense or damage you, your guests and your suppliers cause to any other person or the Manor and its contents. Our Manor is regulated for fire safety but we ask you to be vigilant of fire hazards at all times and point out any issues or concerns to us immediately.