

Catton Old Hall

Booking Terms and Conditions

Jean & Dianne Bowles, Partners
T/A Catton Old Hall
Guest Accommodation
VAT number 948 8832 58

Thank you for choosing to book with us at **Catton Old Hall**. **Catton Old Hall** is the private residence of Jean and Dianne Bowles and we trade as Guest Accommodation as defined by VisitEngland. We look forward to welcoming you to our home.

Please note that by making this booking you are entering a legal agreement with us. Reservations are made and accepted on the following terms. Please read our terms and conditions of booking below.

The owners reserve the right to refuse a booking.

Prices

We reserve the right to increase or decrease the prices of accommodation at any time. The price of your stay will be confirmed by us at the time of booking.

Prices include breakfast and VAT for a maximum of 2 guests per room which includes the following: electricity, linen, cleaning, hot water, a TV, free WI-FI (subject to conditions of use), central heating, complimentary toiletries, a complimentary hospitality tray with tea and coffee-making facilities and breakfast. Breakfast is served between the following times: Monday-Friday 8-9am and Saturday, Sunday and Bank Holidays from 9-10pm. Earlier breakfast may be requested the evening before for early departures and we are happy to provide a Continental Breakfast.

A non-refundable deposit of first night of stay payable on booking. The deposit should be made by credit or debit card. We do not accept cheques. All bookings must be guaranteed by a valid credit or debit card in order to secure a reservation. **Catton Old Hall** reserves the right to pre-authorize cards up to 7 days prior to arrival. Payment of the balance is due on arrival. We prefer payment by cash, BACS, debit card or credit card.

Cancellations, Curtailments, No Shows and Insurance

When you make your booking and we have received the required deposit and taken a debit or credit card number to secure the booking, a legally binding contract exists between us. Cancellations must be notified in writing by post or email, and will only be effective when it is received by us in writing 48 hours prior to the arrival date. Cancellations after arrival are subject to payment in full of the full value of the accommodation reserved, less the deposit already paid. Please note that once a reservation has been made any curtailment or reduction of days within 48 hours of arrival or after arrival, you will remain liable for the full cost, i.e. 100% of the booking value, less any deposit paid when making the booking, for the entire stay will be due even if you have not paid in full at the time of cancellation or curtailment. Reservations cancelled in excess of 48 hours before arrival date will incur no further penalty other than the forfeiture of the deposit paid.

In the event of a no show i.e. if you do not cancel your reservation but you fail to arrive for your stay with us, you agree that 100% of the total booking value minus any deposit already paid will be debited from the credit/debit card in full and final settlement.

We strongly suggest guests take out travel insurance for short breaks and holidays in the UK to cover themselves against cancellation charges and to protect themselves against possible loss due to any unforeseen circumstances such as illness, adverse weather conditions, traffic

delays, etc. It is your responsibility to check that the insurance you purchase is adequate for your needs.

Non-availability of Accommodation

We would only cancel your holiday if your accommodation was unavailable for reasons beyond our control. We would however attempt to offer you alternative accommodation. If this was not possible, or unacceptable to you, then we would refund all monies paid by you for the holiday. Our liability would not extend beyond this refund.

Arrival/Check-in

Please let us know your anticipated time of arrival so that we can arrange for one of the owners to be at the house to welcome you. Your accommodation will be available to you to check-in between **4-7pm** on the day of arrival. We are closed between noon and 4pm. Our latest check-in time is 10pm. Please note that we may not be able to accommodate you if you arrive earlier than the agreed time as your room may not be ready and/or access to the house may not be possible as we are a small family-run guest house and may be out running errands, etc.

Departure

Please be ready to leave the accommodation by **11am** on the day of departure, unless otherwise arranged. We will provide you with an invoice, payable on departure for any additional services you may have used during your stay.

Registration

On check-in guests will be asked to register and a note made of car registration numbers. Registering is a legal requirement and applies to all guests under the Immigration (Hotel Records) Order 1972 (as amended). Only those guests registered may occupy the bedrooms and each room is for a maximum of 2 guests. This request is also a requirement of law as each guest is required to register under the Immigration (Hotel Records) Order 1972 (as amended), for insurance and for fire precaution purposes.

Visitors

If you have friends, relatives or colleagues coming to the house, we should be grateful if you would kindly inform us ahead of their arrival. We would also ask that they are entertained in the sitting room or in the loggia and not in the bedrooms to limit disturbance to other guests. For the same reason, we should ask that they leave the house by 11pm. Guests will be held fully responsible for the conduct of anyone they choose to bring into the house as far as any liability and damages are concerned and, therefore, incur any cost.

Damages and Breakages

Please enjoy your stay but please take care when staying at our home, **Catton Old Hall**. Guests are responsible for leaving rooms in the condition they were in upon arriving. The named lead member is responsible and liable for any breakages or damages, which they or other members of their party cause, to the accommodation or its contents for irreversible staining or damage from, for example, bleach, cigarette burns, food dyes, hair dye, ink, lucozade, vomit and waterproof mascara. Guests will be required to pay for any loss or damage to furniture or equipment provided in the accommodation. All we ask is that you report any incidents as they occur. We do not normally charge for minor breakages, but we may send you an invoice for repair or making good if the damage or breakage is significant, and we may make an additional charge of **£100** if you did not report this.

Keys

Guests will be issued with a front door and bedroom door key on check-in. One set of keys will be issued per room. I am afraid we are unable to issue additional sets. Lost or failure to return keys and fobs will be charged at **£60** to cover the cost of replacing the security keys and brass engraved fobs.

No-Smoking

Catton Old Hall has a strict no smoking policy and we would kindly ask that there is no smoking inside the house. For those wishing to smoke, a designated covered external area is provided but we would remind smokers that this area is also used by non-smokers. Non-compliance with the no smoking policy carries a penalty charge of **£100.00** to cover the cost of extra cleaning and the resulting delay incurred in re-letting the room. We reserve the right to add this cost to a guest's account after departure and to debit the penalty amount from the debit or credit card of the person responsible for the booking unless other payment methods are offered and approved. In addition, any breach of this policy will result in the immediate termination of the stay and no refund will be given for the duration of the booking.

Use of Candles

For reasons of our home being Grade II listed, we kindly request that owing to the increased fire risk posed by the use of candles that no candles be used in the house.

Food Policy

We respectfully ask that guests do **not** bring food or drink, especially takeaways, into the house to consume and we would also ask that cutlery and crockery is not removed from the Breakfast Room. **Under no circumstances will we accept take-aways delivered to the house.** We would remind guests that we reserve the right to charge your credit/debit card for any repair, replacement or purchase of new items for damage caused. The replacement value or dry cleaning costs for all linen, upholstery and carpets that are irreversibly stained will be charged for,

Guests are required to report to us immediately with details of any damage done to the property or any of the furniture, fixtures, fittings and effects to enable replacement to be arranged.

Alcohol

We hold a premises licence and provide an honesty bar for the convenience of guests, selling spirits by the measure and wine and champagne by the bottle. Drinks taken from the bar will be added to your bill and settlement is payable on departure. Please bear in mind that any alcohol brought on to the premises is subject to a £5.00 corkage fee. In addition and also for the above reason, we will not accept unreasonable behaviour resulting from excess alcohol. Any breach of this policy will result in the immediate termination of the stay and no refund will be given for the duration of the booking.

Noise Levels

Guests come to us primarily to sleep and to rest and for these reasons we always ask that noise levels are kept to a minimum, especially after 10pm with regards to TVs, raised voices, and door shutting etc. This helps us to make sure everyone's stay is enjoyable. We reserve the right to terminate your booking immediately without being liable for any refund or compensation where you engage in unacceptable behaviour that causes a disturbance or nuisance to other guests.

Please bear in mind that Catton Old Hall dates from 1632 and that in the oldest parts of the house there is less soundproofing and the old house does creak. Guests should therefore be aware of the possibility other guests causing some disturbance and vice versa through creaking floorboards and we ask that all guests show consideration to their fellow guests.

Car Parking

There is free on-site parking for guests. We ask guests kindly to observe the parking signs in the car park and park considerately at the side of the house to ensure there is adequate space for everyone. Please avoid parking at the front of the house. Please note that cars are parked at your own risk. We do not accept responsibility for any loss of or theft from a vehicle however it is caused.

Guests with mobility problems

If you or any member of your party has any mobility problems, please discuss any special requirements with us before booking. There are no ground floor rooms at **Catton Old Hall** and standard double/twin rooms are located on the second floor accessed via steep and uneven stairs. There are no twin rooms on other floors. We have no lift. Catton Old Hall accepts no

responsibility for guests booking unsuitable accommodation unless suitability was first checked prior to arrival.

Minimum Stay

Between Easter and the end of September, we operate a minimum 2 night stay for weekend stays. No single Friday or Saturday night stays are available during this period except for last minute availability. For certain public holidays and festival, conference/convention periods, there may be a minimum 3 night stay required.

Children and Pets

We welcome well-behaved children over the age of 12 at this property subject to certain conditions and in certain designated bedrooms. Children must be supervised at all times and no child must be left unsupervised. With the exception of assistance dogs which we welcome in one designated superior double room, we regret we are unable to accept pets into the guest house.

Laundry

Catton Old Hall is unable to offer a laundry service. There is access to ironing boards and irons at the house. Alternatively, there is an ironing service and same day laundry service at Smart Image Ltd, 69 Grove Road, NR1 3RL (Tel 01603 766692 www.smartimage-drycleaners.co.uk).

Items Left Behind

We can accept no responsibility for items left behind after you have departed. Small items left behind can be returned to you by post. A £5 handling charge plus the cost of postage will be charged to your card. Larger items will incur a higher handling cost. Any unclaimed items of property will be disposed of after 4 weeks.

WiFi

We offer free non-secure WiFi for our guests' use and usage is strictly subject to the terms and conditions found when connecting to the Service. Please note that we have no responsibility for, or control over, the Internet Services you access and do not guarantee that any services are error or virus free. We have no have no responsibility for, or control over, the information you transmit or receive via the Service. We do not guarantee the availability of the Service, the speed at which information may be transmitted or received via the Service; or that the Service will be compatible with your equipment or any software which you use.

Fire & Emergency

In the interest of your own safety you should check where the locations of the fire alarms are in relation to your room. There are Fire & Emergency Rules inside of your room with which we respectfully suggest that you familiarise yourself. **ALL FIRE ALARMS MUST BE CONSIDERED AS EVIDENCE OF A FIRE AND YOU SHOULD ACT ACCORDINGLY UNTIL YOU ARE INFORMED TO THE CONTRARY.** In the event that you hear the fire alarm the assembly point is in front of the house.

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 or contractors whilst acting in the course of employment.

Privacy Policy

Any data collected during the course of this booking will be stored on our computer(s). With your permission we may from time to time contact you about promotions and offers. Please note that we are members of Guestscan and we may share your information with them solely in the following circumstances.

'How We will use your Information'

1. We are members of The Guestscan Association, an unincorporated association of holiday accommodation owners whose address is 46-48 Queen Square, Bristol, BS1 4LY and who maintain a database of information about guests who have, in the reasonable opinion of members, caused

- the member to suffer loss or damage. The Guestscan Association is registered under the Data Protection Act 1998 and have given appropriate notifications to the Information Commissioner.
2. By booking with us you authorise use to share the information you provide in relation to your booking (including your name, address and date of birth and those of every other person in your party) and to report the circumstances surrounding any loss or damage you cause during your stay with other members of the Guestscan Association and Guestscan Limited, who may add your details to the Guestscan Association database. This may result in our members refusing to accept bookings from you in the future. The Guestscan Association and Guestscan Limited may also use your information to analyse and improve the effectiveness of the Guestscan service. We will also use your information for our own internal record keeping.
 3. The Guestscan Association and Guestscan Limited will not share your information with any other party for advertising or marketing purposes and will keep your information confidential except where disclosure is required or permitted by law (for example to government bodies and law enforcement agencies). Our Data Protection Policy is available at <http://www.guestscan.co.uk/privacy-policy.html>.
 4. The Guestscan Association will not hold your information for any longer than is necessary to protect the interests of members and the length of time will depend on the severity of the report that is made about any loss, damage or unacceptable behaviour during your stay. In any event, your information will be destroyed automatically or before the fourth anniversary of the date that the report is made.
 5. You may request copies of the information that we hold about you at any time by writing to Guestscan Limited at 46-48 Queen Square, Bristol, BS1 4LY. We may make a small charge which will not exceed £10.
 6. If you think that the information we have about you or records of your stay are incorrect or misleading, you should contact Guestscan Limited as soon as possible at the above address so that we can take steps to correct our records where necessary.