

## TERMS AND CONDITIONS

IN THESE TERMS AND CONDITIONS “YOU” OR “YOUR” MEANS THE PERSON NAMED IN THE CONFIRMATION INVOICE.

“WE” OR “US” MEANS RIBBLE VALLEY HOLIDAY HOMES LIMITED.

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE MAKING YOUR BOOKING.

YOUR CONTRACT WITH US WILL BEGIN WHEN WE ISSUE YOU WITH YOUR CONFIRMATION INVOICE.

YOUR CONTRACT WITH US WILL BE ON THE TERMS SET OUT IN THESE TERMS AND CONDITIONS.

### 1.0 Your Booking

1.1 All bookings are formally confirmed when we issue you with your Booking Confirmation. Your confirmation will set out the venue you have booked, the dates of your booking, the total amount payable for your booking and the dates on which payments are due. We will issue you with your confirmation by email or, if requested, by post. VAT invoices are available upon request.

1.2 You, as the person making the booking, will be responsible for all members of your party. You, as the person in charge of your party, must be at least 18 years old at the time of booking.

1.3 Bookings may only be provisionally held at the discretion of the business manager and released after an agreed duration.

### 2.0 Paying for your Venue

2.1 Generally, the payment terms include:

- 25 % payable to secure the venue for your desired date(s);
- 50 % will be due 9 months from the event date; and
- the final balance and a returnable good housekeeping bond of £500 will be due 8 weeks from the date of the event.

2.4 For last minute bookings, the amount payable will be everything that would have been due, at the time of booking. For example, if a booking was made less than 8 weeks before the event, the full amount would be payable upon booking.

2.3 If you do not make any payment by the date it is due, we will send you a reminder by post, by email or by telephone. If you fail to make the relevant payment within 14 days of the date it is due, we will assume that you wish to cancel your booking. If this happens, your booking will immediately be cancelled and the cancellation charges set out in Section 4.2 (“If you want to cancel your booking”) will apply.

### 3.0 Pricing for our venue

3.1 We periodically review and amend the prices we charge for our venue. For the most up to date pricing information please check our website or call us on 01254 820444. We will confirm the price of your venue at the time you make your booking and in your confirmation invoice.

3.2 All prices given by us include VAT. If the VAT rates change, we reserve the right to change our prices accordingly.

3.3 All prices given by us include all charges for water, gas, electricity, broadband and oil. These are subject to fair usage.

### 4.0 If you want to cancel your booking

4.1 If you wish to cancel a confirmed booking you must let us know by email or in writing as soon as possible. Your booking will be cancelled with effect from the day we receive your email or written notification.

4.2 The closer your cancellation is to the start of your booking, the less likely we are to recover the cost of your booking by re-selling your venue. Our cancellation charges therefore increase as your start date approaches. For the purposes of the table below, the total cost means the total amount payable in relation to your venue, as set out in your booking confirmation.

<b>Number of days prior to holiday start date</b>	<b>Cancellation Charge</b>
More than 180 days	£50
180 to 57 days	33% of rental charge
56 to 29 days	50% of rental charge
28 to 8 days	75% of rental charge
8 days or less	100% of rental charge

### **5.0 If you want to change your booking**

5.1 If you want to change any detail of your confirmed booking you must let us know by email or in writing as soon as possible.

5.2 Whilst we will do our best to accommodate you, we cannot guarantee that we will be able to meet any request for changes. Please note that it is not possible for us to change bookings less than two months before the start date.

5.3 If we do change your booking, you must pay us a charge of £25 to cover the costs we incur in making the change to your booking. You must also pay us any additional rental costs due as a result of the change – we will confirm the amount of any additional rental costs due at the time we change your booking. If your rental costs are lower as a result of the change – we will refund you the difference at the time we change your booking.

### **6.0 If we need to change or cancel your booking**

6.1 We do not expect to have to make changes to your booking, however sometimes problems occur and bookings have to be changed or cancelled. We will only change or cancel your booking if necessary to perform or complete essential remedial or refurbishment works or for other reasons unforeseen at the time you made your booking which are beyond our reasonable control.

6.2 If we do need to change or cancel your booking, we will do our best to offer you a reasonable alternative booking. If we are not able to offer you a reasonable alternative, we will refund you the total amount you have paid us for the booking.

6.3 If we do need to change or cancel your booking under this Section 6, we will only be responsible for foreseeable losses that you suffer as a result of that change or cancellation and we will not be responsible for any unforeseeable losses you suffer as a result of that change or cancellation. A loss is foreseeable if it is an obvious consequence of our change or cancellation of your booking or if it was contemplated by you and us at the time we entered into this contract.

### **7.0 If your booking is unable to go ahead**

7.1 If Government restrictions such as local, regional or national lockdown mean we cannot provide the venue, you will be offered a change of dates (with no amendment fee) to which the difference in price will need to be paid or refunded.

7.2 If you or any member of your party become disinclined to attend the event, such as, illness (including Coronavirus), a requirement or recommendation to self-isolate or quarantine, shielding, family bereavement or

emergency, a call to jury duty, a change in personal or work circumstances, does not give rise to a right to cancel or to receive a refund. You are strongly recommended to take out UK event/wedding insurance to cover these eventualities. If you choose not to take out insurance, then you accept responsibility for any loss that you may incur.

### **8.0 Visitor standards and behaviour**

8.1 You will be provided with welcome information via email that contains important information about your booking. Please ensure that you and your party re read the information carefully on or before arrival. You must also ensure that you and your party familiarise yourselves with the layout of the venue and the location of the fire exits.

8.2 You must only use the venue for the purposes of your event. You must not allow the venue to be used, for any dangerous, offensive, noisy, illegal or immoral activities. This includes the use of fireworks.

8.4 You must not distribute plastic or non-biodegradable confetti.

8.4 Noise, including the playing of music, will be limited to within the venue with the doors shut after 11.00pm.

8.5 Smoking (including e-cigarettes) is not permitted in any part of the venue. You and your party must not smoke inside your venue. You and your party must not use candles, fireworks or Chinese lanterns at your venue.

8.6 The use of the pool area of the venue is strictly out of bounds during your event.

8.7 If you want to use the services of a third-party supplier, we will need proof of the third-party supplier's public liability insurance, and any other related/required certification. We do not accept liability for the activities of third-party suppliers.

8.8 Pets (and other animals) are not permitted.

8.9 Please note that if you do not comply with the standards and behaviours set out in this Section 8, we may need to exercise our rights under Section 13 ("Our right to evict").

### **9.0 Maximum occupancy for your venue**

9.1 You must ensure that the maximum number of persons occupying the venue does not exceed the maximum occupancy limits of 120 individuals.

9.2 Any under 18s must be supervised by an adult.

9.3 We set maximum occupancy limits in line with the facilities and equipment available at the venue. Exceeding the maximum occupancy limits can overload facilities and lead to extensive damage. As such, we reserve the right to require you to leave the premises (without any compensation) if you exceed the maximum occupancy limits as described in this Section 9.

### **10.0 Damage to the venue or its contents**

10.1 If you discover that anything is missing or damaged on arrival at your venue you must notify us immediately. If you do not notify us, we will assume that you caused the relevant damage or loss.

10.2 You will be responsible for the cost of any accidental damage you or your party cause to the property or its contents in excess of the good housekeeping bond we hold.

10.3 You will be responsible for 100% of the cost of any non-accidental damage you or your party cause to the property or its contents. Any loss or damage caused by your failure to meet the requirements set out in these terms and conditions or in your welcome information, will be considered non-accidental damage.

### **11.0 If you have a problem or complaint**

11.1 We take care to ensure that our venue is of a high standard. However, if you have any problems with your venue, please contact us immediately and give us the opportunity to resolve it. Please contact us by telephone or

by email and we will work with you to ensure that any complaints are investigated and resolved as promptly and efficiently as possible.

11.2 While we aim to keep descriptions and photographs in brochures and on our website accurate, up to date and complete, some of the information contained relates to factors which are beyond our control. On occasion we may not be able to replace items with an identical match, but the replacement will be comparable. Please note, some props seen in photographs are for marketing and promotional purposes only.

11.3 If you have an unresolved complaint at the end of your stay please contact us. In considering any complaint, we will take into account whether we have been given the opportunity to investigate it and put matters right.

11.4 Please note that we will not tolerate any verbal or physical abuse towards any of our staff.

## **12.0 Our rights of access**

12.1 Our staff or contractors may need to access your venue if there is an unforeseen problem, to investigate a complaint you have made, or to perform certain routine property checks. If this happens, we will do our best to let you know in advance of the date and time that we will need access.

## **13.0 Our right to evict**

We may terminate our contract with you and ask you to leave your venue immediately (without any compensation being payable) if:

13.1 we consider that you or your party have committed a serious breach of these terms and conditions;

13.2 we consider that your or your party's behaviour endangers the safety of our visitors or staff;

13.3 any complaints are made of anti-social or unacceptable behaviour against you or your party;

13.4 you or your party cause an unreasonable amount of noise, damage to the property or its contents; or

13.5 you exceed the maximum occupancy limit of the venue.

## **14.0 Events beyond our control**

14.1 We will not be responsible for any failure to perform our obligations under these terms and conditions that is caused by an event outside our control.

14.2 An event outside our control means any act or event that is beyond our reasonable control, including without limitation: fire, explosion, storm, flood, earthquake, subsidence, pandemic, epidemic or other natural disaster, strikes or industrial action by third parties, terrorist attack or threat of terrorist attack, war or threat of war, civil commotion, riot, invasion, or failure of public or private infrastructure (telecommunications, utilities / networks) and government enforced blackouts and planned power cuts.

## **15.0 Some practical information for your venue**

15.2 Your check-in and departure times will be set out in your confirmation. If you do not leave the venue by the required departure time, we reserve the right to charge you a late checkout fee to cover any costs we incur.

15.3 If you leave any of your possessions behind, please contact us as soon as possible. We reserve the right to charge you for any storage, administration and delivery costs that we incur in relation to your lost property. We will hold all lost property for one month, after which it will be disposed of.

15.4 Our properties are located in a rural area and it is important that you and your party do not interrupt or endanger the livelihood or wellbeing of those working or living on the site, in the local village or in the surrounding areas.

15.5 Bats and other wildlife may be present at some of our properties. Any disturbance caused by wildlife should be reported to us immediately and reasonable steps will then be taken to assist. Please remember that bats are a protected species and it is illegal to interfere with them or their habitat.



## **16.0 Discounts and offers**

16.1 Discounts are only valid on new bookings and therefore the offer cannot be applied after a booking has been made.

16.2 Discounts cannot be combined with any other offers or discount.

16.3 Discounts can only be used against the value of the venue and cannot be applied to extras such as additional consumables.

**Ribble Valley Holiday Homes Ltd. reserves the right to change the terms and conditions of any offer at any time without prior notice by amending these online.**

**Our Standard booking terms and conditions apply on all bookings**