



## **Terms and Conditions**

### **General**

This is a legally binding contract between Wynyard Hall and the Guest. The property owner is also referred to as "we" and "us".

The Guest is the person who makes the booking or signs a booking form and in the case of booking online, the person who makes the online payment. This person is responsible for ensuring all members, for the duration of the stay accept and adhere to these terms and conditions. The Guest is also referred to as "you".

By making deposit payment, you are deemed to have accepted our booking terms and conditions and agree to Wynyard Hall's terms and conditions.

This contract will be subject to the following booking conditions:

### **Bookings**

A booking deposit is required to secure any booking. The booking is taken on a provisional basis until the deposit has been paid in full and funds cleared. The booking then becomes confirmed. Until the booking is confirmed, it can be cancelled at any time without prior notice. The balance of your stay can be paid in advance via email payment link 24 hours prior to check in or with Reception upon check in.

Wynyard Hall will offer a charge to room, this is where the Guest will need to submit credit or debit card details at check in, in order to allow for payment for any additional extras as well as any damages to property (as per damage charges below)

### **Cancellation by Wynyard Hall**

Cancellation of your booking can be made in writing to Wynyard Hall Reception via email: [reception@wynyardhall.co.uk](mailto:reception@wynyardhall.co.uk) however deposits are strictly non-refundable and non-transferrable.

### **Prices**

The price quoted is correct for the number of guests and dates you've chosen. Rates are subject to change.

### **Miscellaneous**

Wynyard Hall reserves the right to enter the property, at a reasonable time, in the event of an emergency or remedial repair work being required. Wynyard Hall is entitled to ask the Guest to leave the property without any refund if, in the property owners' opinion, the behaviour of the guest and their party is unacceptable or unreasonable.

### **Pets**

Pets are welcomed to the property however we ask that you take responsibility for them. We kindly ask that you pick up and dispose of their waste appropriately and ask that they are not left unattended in the property. The Guest will be liable for all damage caused by his/her pet or any pet belonging to the Guests party. A charge will be made for any additional cleaning required. Wynyard Hall cannot be held responsible for any accident or injury to a pet during their stay.

### **Damage Charges**

We operate a no smoking policy within all of our accommodation. If you are found to be smoking in our accommodation or any damage has been caused through smoking, you will be charged a damage fee of £100.00

The following damage charges will apply should any of the below occur:

Non return of keys. £50.00

Non return of Bathrobes and Towels. £50.00

Additional cleaning due to pets and bodily fluids such as but not limited to; vomiting.  
£50.00

Wynyard Hall reserves the right to charge up to £250.00 for any general damage.

**Arrival and Departure**

Every effort will be made to have the property available from 15:00 on the day of arrival. The property must be vacated by 11:00am on the day of departure. Late departure will result in an additional charge being made. Information about keys and how to collect them will be provided once full payment has been received.

**Liability**

Wynyard Hall accepts no responsibility for the personal possessions of the Guest or the Guests party. Vehicles and possessions are left entirely at the risk of the Guest. Children must be supervised at all times.