



## BOOKING FORM

Name: .....	Arrival date: .....
Address: .....	Departure date: .....
.....	No. of nights: ..... No. of adults: .....
.....	No. of children (& ages): .....
Postcode: .....	No. of infants: .....
Telephone (day): .....	Please tick if required or applicable:
Telephone (evening): .....	High chair <input type="checkbox"/> Cot <input type="checkbox"/>
E-mail: .....	Dog Age: ..... Breed: .....
Number of additional guests:	Special requests:
.....	.....
.....	.....
.....	.....
I have read & accept the terms and conditions.	Signature: ..... Date: .....

## PAYMENT

EITHER: Weekly rate x no. of weeks OR: Short Break Cost

<b>TOTAL RENTAL CHARGE:</b>	£
<b>ADDITIONAL CHARGES:</b>	£

A chef is available on request: prices will be given upon enquiry.

<b>TOTAL AMOUNT PAYABLE</b>	£
<b>AMOUNT ENCLOSED WITH BOOKING FORM</b>	£

If less than 8 weeks prior to date of stay / or / if short break please enclose full payment. If more than 8 weeks prior to date of stay, please enclose a deposit of one third of the total. Balance will be due 8 weeks prior to arrival. Cheques made payable to 'Stanley Estate and Stud Company'. I declare that I am over 18 years of age and agree that this booking is made in accordance with the Terms and Conditions of Hire for Crag Hall.

### Method of payment:

Cheque / Bacs

If using BACS, please complete as applicable:

Account Name: .....

Bank: .....

Address: .....

Sort Code: .....

Account No: .....

Please tick if you do not wish to receive our regular newsletter or notification of special offers sent via email

## HOW TO BOOK YOUR HOLIDAY

1. The website gives full details of Crag Hall. The prices shown on the Price List illustrate weekly rates and short break rates. Details of special offers and house availability can be found on our website [www.craghall.co.uk](http://www.craghall.co.uk). Arrival day for week and weekend bookings is 4pm on a Friday. Arrival day for midweek bookings is 4pm on a Monday. Minimum booking period of three nights applies.
2. If further information on layout or availability is required, please call Lisa Kenrick on **0151 489 6148**. The office is open weekdays 9am to 5pm; otherwise there is an answerphone.
3. Bookings must be made direct with Lisa Kenrick on **0151 489 6148** or email [private.office@knowsley.com](mailto:private.office@knowsley.com) and are subject to the terms and conditions stated in our 'Booking Form'.
4. You may telephone to make a booking which will be designated 'provisional' for up to 7 days pending receipt of your completed and signed Booking Form and required payment. Full payment must be sent for Short Breaks upon booking. For Weekly Rentals a payment of one third of the total cost is payable to secure the booking. The balance is payable 8 weeks prior to the date of arrival.
5. We accept payment via online banking. Cheques must be made payable to Stanley Estate and Stud Company. All payments must be made in pound sterling.

6. Booking confirmation will be mailed to you upon receipt of your deposit. Prior to your stay further information regarding Crag Hall facilities, directions, arrival and departure details will be emailed to you.
7. A limited number of travel cots and high chairs are available free of charge upon request and must be booked in advance. We are able to supply cot linen.
8. Additional charges for our chef service should be included in payment at time of booking.
9. Cancellation Insurance is not included in your rental. We strongly recommend that all our clients consider taking cancellation insurance.
10. Crag Hall should be left in the same condition as on arrival. A cleaning fee will be applied if upon departure Crag Hall requires more than the allocated cleaning time. Our housekeeper will be present for the duration of your stay,
11. A starter pack of essentials such as tea bags, coffee and sugar will be provided at Crag Hall.
12. Please note that arrival time is 4.00pm and departure time is 3.00pm. Any exceptions must be agreed by Lisa Kenrick prior to your stay.
14. Please note that we do not accept hen or stag parties under any circumstances.

## TERMS & CONDITIONS

**CONTRACT:** The contract for a short term holiday rental shall be made between the Crag Hall, referred to as 'the Owners', and the client, and will be entered into when Crag Hall issues the confirmation form, subject to all of the following booking conditions.

1. **RESERVATIONS:** These will only be accepted on receipt of a completed booking form and payment of one third of the total cost of the booking if more than 8 weeks before the start of the rental. For short breaks or bookings made within 8 weeks of the rental, the full amount is payable on booking. Non-payment of the balance of the rent on or before the due date shall be construed as a cancellation of the contract by the Client and the Owners shall not incur any liability to the client in respect of any loss or damage following such cancellation. The deposit paid will not be refundable. Under no circumstances can the booking period be exceeded for accommodation and only the stated number of guests permitted in each cottage is allowed.
2. Where applicable, the date on which the final balance is required will be sent out with the acknowledgement of reservation.
3. **MINORS:** No bookings can be accepted by those under 18 years of age.
4. **VAT:** VAT at the current rate, is included in the rental fee where applicable.
5. Under no circumstances can the booking period be exceeded or the total number of persons exceed the number stated in the brochure for Crag Hall, unless written permission is obtained from the owners.
6. **CARE OF THE PROPERTY:** The client shall take all reasonable and proper care of the property and its furniture, pictures, fittings and effects in or on the property and leave them in the same state of repair and condition and in the same clean and tidy condition at the end of the rental period as at the beginning of the rental. Crag Hall reserve the right to charge the client for any breakages, damage or extra cleaning required of the property found on or after departure. We require a damages deposit payable of £500 on booking, against breakages/ additional cleaning charges or other items. This will be refunded to you after your stay should Crag Hall be left in a satisfactory condition.
7. In the extremely unlikely event of the owners cancellation of the booking, the owners liability will be limited to the immediate return in full of all monies paid. Should the owners have to alter a booking then the owners liability shall be limited to the offer of alternative dates or return of the deposit/monies paid.
8. **CANCELLATION:** Any cancellation made by the client for whatever reason shall be in writing and addressed to Lisa Kenrick at Private Office, Estate Office, Knowsley, Prescot, Merseyside, L34 4AG. The client remains liable for the full balance of the accommodation. The deposit is forfeited but the owners will seek to re-let the property for the booking period and if successful will normally refund the monies paid, less an administration charge for any additional expenses incurred. If you are able to transfer the dates of your stay we will gladly do so at no additional cost.
9. **CANCELLATION INSURANCE:** In view of the above, Crag Hall strongly recommends that Clients take out insurance cover to protect against the cancellation penalty.

10. **PERIOD OF HIRE:** Rentals commence, unless otherwise agreed with the owners, at 4.00 pm on the day of arrival and terminate at 3.00pm on the day of departure. If Clients do not arrive by 12 noon on the day following commencement of booking and the owners have not received notification, the owners shall be entitled to re-let forthwith. If the property is not re-let the Client remains liable for the full hire charge.
11. **DOGS:** The owners will accept one dog per booking, this must be arranged in advance of your stay. Dogs must be over 6 months of age and fully housetrained. They must be kept under control and are not permitted on the furniture or upstairs. They must not be left unattended at any time. No pets other than dogs are permitted.
12. **LOST PROPERTY:** Any property left will only be returned upon request and unless specified will be sent by first class post at the clients risk and cost. Payment of the postage charges and a surcharge of £5.00 must be made by the client before posting. Lost property will be held for 3 months after which all items not claimed will be given to charity. Once the goods are posted, Combermere Abbey Cottages will not accept responsibility for any lost or damaged goods.
13. **AMENITIES:** Use of all amenities where offered is entirely at the clients risk and no responsibility can be accepted for loss or damage to clients belongings, cars or their contents.
14. **BREACH OF CONTRACT/RIGHT OF ENTRY:** If there shall be a breach of any of these conditions, the Owners reserve the right to re-enter the property and terminate the tenancy without prejudice to the other rights and remedies of the owners. The Owners shall be allowed the right to enter any property at all reasonable times for purposes of inspection or to carry out any necessary repairs or maintenance.
15. **WARRANTIES/LIABILITIES:** The Owners staff have no authority to vary the Terms and Conditions of trading and not telephone or other conversations, description or opinion, albeit in good faith, shall be held to alter the Owners printed matter.
16. **COMPLAINTS:** Should there be any cause for complaint during the occupation of the property it must be notified promptly to Lisa Kenrick or Housekeeper and in the case of serious problems, confirmed in writing.
17. **ALTERATIONS TO BOOKINGS:** Only in special circumstances can we accept alterations to bookings once confirmation of a booking has been issued. There will be an administration charge of £25.00 (incl. VAT) for any alteration made.
18. The owners reserve the right to alter prices without prior notice, however any changes made will then be notified to the client.
19. All accommodation has a no smoking policy and guests may smoke outside using the tubs provided for used cigarettes. The owners reserve the right to use part or all of the damages deposit if Crag Hall is found to require additional cleaning or be unrentable until cleaned due to smoking in any part of it.