



## BOOKING FORM

Lead Name: .....

Arrival date: .....

Address: .....

Departure date: .....

.....

No. of nights: ..... No. of adults: .....

.....

No. of children (& ages): .....

Postcode: .....

.....

Telephone (day): .....

No. of infants: .....

Telephone (evening): .....

Please tick if required or applicable:

(note, please bring own cot bedding for hygienic purposes)

E-mail: .....

High-chair  Cot

Number of additional guests:

Dog/s Age: ..... Breed: .....

.....

.....

.....

Special requests:

I have read & accept the terms and conditions.

.....

I also acknowledge that this booking is within the government restrictions and we are one household.

Signature: ..... Date: .....

### PAYMENT

**TOTAL RENTAL CHARGE:**

£

**ADDITIONAL CHARGES:**

£

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

**HOUSKEEPING BOND:**

£1000.00

Fully refundable within 48hrs of departure, and upon satisfactory inspection of property

**TOTAL AMOUNT PAYABLE**

£

**AMOUNT ENCLOSED WITH BOOKING FORM**

£

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. 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.

**Our BACS account details** for payment are;

Account Name: Stanley Enterprise  
Account number: 85251194  
Sort code: 60-17-05

**Your bank account details** to enable us to return your deposit following your departure;

Account Name:  
Account number:  
Sort code:



## CRAG HALL

### 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. Please enquire for any different arrival days and we will do our best to accommodate your request.
2. If further information on layout or availability is required, please call Audrey Burton on **0151 489 6148**. The office is open weekdays 9am to 5pm; otherwise there is an answerphone.
3. Bookings must be made direct with Audrey Burton 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 BACS. For alternative payment methods, please contact us direct. 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 not 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. A housekeeper will be on site most days. This will generally be back of house and will not interrupt your stay in any way. They will not perform bed making or cleaning but will be available to ask any questions should you need to.
11. A 'Welcome Hamper' will be provided at Crag Hall. Our kitchen is well equipped with everything you will need during your stay.
12. Please note that arrival time is 4.00pm and departure time is 10am. Any exceptions must be agreed by Audrey Burton 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 housekeeping bond 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. **CANCELLATION:** If you do need to cancel your booking for any reason, a full refund will be given provided you cancel more than 8 weeks of your booking commencement date. If you cancel between 8 and 4 weeks before the commencement of your stay, you will receive a 50% refund or your deposit back, whichever is greater. If you cancel within 4 weeks of the commencement of your stay, unfortunately you will not be entitled to a refund. However, if we can rebook your stay, we will gladly transfer your dates at no additional cost. We would strongly recommend you take out cancellation insurance to cover for all eventualities.
8. 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.
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 10am 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:** dogs are welcome and must be arranged in advance of your stay. Dogs must be over 6 months of age and fully house trained. 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 client's 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 client's 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. Our accommodation operates a no smoking policy and guests may smoke outside using the tubs provided for used cigarettes.