

# GUNTHORPE HALL / WING HOUSE

## Booking Conditions

### 1. BOOKING

All bookings should be arranged through the Manager at Gunthorpe Hall. They should be confirmed in writing by completing and returning the Booking Form together with a deposit of 30% of the total rental. No contract will exist between you and us until we have confirmed your booking in writing. Should you later cancel your booking, cancellation charges will become payable as set out below. We reserve the right to refuse a booking without giving any reason. Your signature on the booking form will be taken as confirmation of your and your party's understanding and acceptance of the following conditions.

### 2. PAYMENT OF THE BALANCE

The balance of rental is due one month prior to arrival. For bookings made within one month of arrival, the full rental is due when the booking is made. If the balance is not received by us on the due date, we reserve the right to cancel the booking and cancellation charges will apply.

### 3. CANCELLATION BY YOU

Any cancellations made must be in writing. The cancellation will take effect from the day the written confirmation is received. The following charges will be payable depending on when the notification of the cancellation is received:

Longer than Two months before arrival	- Deposit forfeited
Within Two months of arrival date	- 100% of total booking cost

The above cancellation charges also apply if the booking is cancelled by us due to non-payment of the balance. The cancellation charges apply to the property rental only. Though we will do our best to re-let the accommodation, it is a condition of booking that the rent will be payable if re-letting cannot be arranged. In the event of the accommodation being re-let, 30% of the total rental will be retained and 70% refunded.

### 4. ALTERATIONS AND CANCELLATIONS BY US

Though it is unlikely that we will have to make any changes to confirmed arrangements, it does occasionally happen, and we will advise you at the earliest possible date. If, for any reason we are unable to provide you with the property you have booked, we will cancel the booking and refund the amount paid to us for the property. We will not be liable for any further obligations or claims by the client.

### 5. NUMBER OF PERSONS/REPLACEMENTS

Only those persons stipulated on the booking form may use the property. The number of people must not exceed the number of sleeping places indicated in the brochure except in the case of infants (under two years). Should we find that the number of people staying at the property exceeds that on the booking form we may, at our absolute discretion, ask you and your party to vacate the property forthwith. No camping is permitted in the property grounds.

### 6. ARRIVAL AND DEPARTURE TIMES

Incoming guests should arrive between 3.00pm and 7.00pm and all accommodation should be vacated by 10.00am on the morning of departure. Please advise us if you cannot arrive and depart at these times. In some cases, and particularly in the case of the main Hall, these times can be varied by prior arrangement.

### 7. CLEANING

Accommodation at Gunthorpe Hall will be clean and tidy on arrival. Guests are requested to respect the furniture and effects at all times and to leave the accommodation in good order and clean throughout at the end of the period.

### 8. BEHAVIOUR

The person signing the contract is responsible for the correct and decent behaviour of his/her party. Should you and your party not behave in such a manner we may, at our absolute discretion, ask you and your party to vacate the property.

### 9. STAFF

Maid service can be available at an extra charge, although such service cannot be guaranteed. Please give us as much notice as possible and we shall try to assist.

### 10. OIL AND ELECTRICITY

Oil for heating, domestic hot water and cooking, gas and electricity charges will be assessed prior to departure by means of meter readings taken and charged accordingly. Coal and logs for the open fires and stoves are provided free of charge.

### 11. BED LINEN AND TOWELS

For Gunthorpe Hall all bed linen and towels are supplied and charged at a rate per head. All groups will be supplied with towels, unless other prior arrangements have been made to bring their own towels.

Where Wing House is booked with the Hall, bed linen and towels will be supplied and charged for as per the Hall. If Wing House is hired alone, guests can bring their own bed linen and towels, or these can be supplied by us and charged at a rate per head.

Tea towels are provided for the kitchen in both properties. Two travel cots are available to hire on request at a small fee.

### 12. BREAKAGES AND DAMAGE

Guests are requested to report any damage or breakages to the content of the accommodation and are asked to pay for such within the final invoice. All broken pieces of any item should be retained safely.

### 13. PHOTOGRAPHY AND FILMING

Photographs and film taken at Gunthorpe Hall cannot be used or sold for profit without prior authorisation in writing from us.

### 14. VALUABLES

Any valuables left at the property are so left at your own risk. Gunthorpe Hall will not accept responsibility for their loss.

### 15. ADVANCED CHARGES

Charges for linen, service and catering for any part of a group's stay in the Hall (including Wing House if a joint booking) will be assessed and invoiced at 80% prior to arrival. Payment must be made 4 weeks prior to arrival. Any outstanding balance or refund will be invoiced or made after departure. For Wing House as a separate booking, all charges for the cost of oil, electricity, linen and any breakages and damage that may have occurred will be invoiced prior to departure and must be paid for before guests leave.

### 16. PETS

Dogs are not permitted in the Hall.

Dogs can be accommodated in Wing House only to a maximum of one at any one time at an additional £12 per week. The dog remains the responsibility of the owner, who must ensure that it is under control at all times. Dogs must be house-broken, have their own bedding and are not allowed to use the furniture in the accommodation. They must be kept on leads in the gardens and are not permitted to distress or disturb farm animals grazing in pastures. Guests are asked to clean-up after their dogs in the yard and gardens.

### 17. AMENITIES

The use of amenities in the accommodation or in the gardens and grounds is entirely at the risk of the guest. The owners cannot accept any responsibility for loss, damage or injury to guests or their property.

### 18. PARENTAL RESPONSIBILITY

All children should be given suitable supervision by parents or guardians, both in the property and the Gunthorpe Hall grounds.

### 19. MAINTENANCE/INSPECTION BY OTHERS

There are resident staff within the Gunthorpe Hall complex. The Hall is a working establishment, and as such, ongoing maintenance of the Hall and grounds may be undertaken by our staff during your stay. Potential future guests may also wish to view part of the accommodation during your stay. We will advise you in advance of any such proposal and reserve the right of limited access for these purposes. We undertake to cause as little inconvenience as possible.

### 20. VAT

All prices quoted include VAT

### 21. LAW - JURISDICTION

These conditions and any contract to which they apply are governed in all respects by English Law and the English Courts only shall have jurisdiction in relation to any claim or dispute arising out of, or connected with them.

# GUNTHORPE HALL / WINGHOUSE

## Booking Form

GUNTHORPE HALL, NORFOLK NR24 2PA. Tel: 01263 861373 Fax: 01263 861229 [www.gunthorpehall.co.uk](http://www.gunthorpehall.co.uk)

(Mrs/Mr/Ms) SURNAME \_\_\_\_\_

First Names \_\_\_\_\_

Nationality \_\_\_\_\_

Home Tel No \_\_\_\_\_

Mobile Tel No \_\_\_\_\_

E-mail \_\_\_\_\_

Home Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Postcode \_\_\_\_\_

### Property Required

Gunthorpe Hall  Pls tick box(es)

Wing House

Dates from \_\_\_\_\_ to \_\_\_\_\_

*We advise you to phone before booking to see if dates are available*

Total number of days \_\_\_\_\_

### Extra services requested (not guaranteed)

Travel Cot

High Chair

Maid Service  details: \_\_\_\_\_  
\_\_\_\_\_

Catering  details: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Other requests \_\_\_\_\_  
\_\_\_\_\_

Please list the age and breed of the dog (Wing House only)  
you wish to bring with you  
\_\_\_\_\_  
\_\_\_\_\_

### Group Details

Please give details of all other families in your group,  
(including the ages of all children under 16)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Total Number of Adults \_\_\_\_\_

Total Number of Children (under 16) \_\_\_\_\_

**Purpose of stay:** Holiday / Wedding / Birthday / Re-union  
/ Training / Other \_\_\_\_\_

### Payment Details (please enter all details)

Early Booking Deposit for long advance date £ \_\_\_\_\_  
(By special arrangement with Gunthorpe Hall)

**Booking Deposit** (30% of rental – or full amount if within  
1 month of arrival) £ \_\_\_\_\_

**Balance of Rental** £ \_\_\_\_\_ due on: \_\_\_\_\_

*(Balance of rental due 1 month before arrival)*

**Total Rental** £ \_\_\_\_\_

Enclosed is my cheque for £ \_\_\_\_\_

I have paid by BACS £ \_\_\_\_\_  (Pls tick  
applicable box)

Please fill in and sign this form, returning it with your  
deposit, receipt of which will secure your booking subject  
to availability. The balance of the rent is due 1 month  
before your date of arrival. For bookings made 1 month or  
less prior to arrival, the full amount is payable on booking.

I declare that I have read the Booking Conditions enclosed  
and agree that this booking is made in accordance with  
them. I agree to be held responsible for the balance of the  
rental for this property payable in accordance with the  
conditions of hire. I confirm that I am over eighteen years  
of age.

Date \_\_\_\_\_ Signature \_\_\_\_\_

Where did you hear about us?

Website / Internet Search / Been Before / Recommendation

Other \_\_\_\_\_  
\_\_\_\_\_