

THORNLEIGH BOOKING TERMS AND CONDITIONS

General Conditions

1. By booking you are entering into a contract with us and by booking you are accepting our terms and conditions.
2. Thornleigh sleeps a maximum of 13 people other than small children; please do not book for a larger party as we reserve the right to ask you to vacate if we become aware that a larger party than 13 is staying and using the facilities.
3. Our check-in time is 3pm and checkout is 10am. Please vacate the property by 10am, which will allow us to clean the property between bookings.
4. We do not permit smoking in Thornleigh. It is very difficult to re-let Thornleigh immediately after smoking in the property which is strictly non-smoking accommodation. As a result we reserve the right to charge for excess cleaning if someone smokes in the property and this will result in loss of your damage bond.
5. To confirm the booking a 25% non-refundable deposit is required with the remainder payable 8 week's pre your trip. Late payments could incur a fee due to extra administration costs incurred.
6. Once you have booked your holiday, our agreement is a legal contract and your deposit is non-refundable. If for whatever reason you cannot take your holiday and the booking cannot be re-let, you are still liable to pay for the booking in full, even if we have not yet received your balance. If we do succeed in re-letting the booking, you are no longer liable for the balance, or we will refund it to you if you have already paid it, less an administrative fee of £25. Please note that your deposit and balance payments are not refundable under any circumstances. Only the £150 damage bond is refundable if there has been no damage. For this reason we strongly recommend that you take out cancellation insurance, which is inexpensive and can be obtained from any good broker.
7. Thornleigh is a hypoallergenic house and does not accept any pets. If we are aware that you have bought pets to Thornleigh during your stay, this will result in your party losing their damage bond. We have had bookings bring pets in the past despite our non-acceptance and we have become aware of this after their departure.
8. We would only cancel your holiday if your accommodation were unavailable for reasons beyond our control. We would attempt to offer you alternative accommodation, however if this was not possible, or unacceptable to you, then we would refund all monies paid by your for the holiday. Our liability would not extend beyond this refund.
9. Please take care with our properties. You are responsible and liable for any breakages or damages, which you cause, to the accommodation or its contents. Please report these as soon as they occur. We do not normally charge for minor breakages, but we may send you an invoice for repair or making good if the damage or breakage is significant and extends beyond the £150 breakage deposit, and we may make an additional charge of £50 if you did not report this.
10. We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a

negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

11. In extreme circumstances and in cases outside our control, amenities might be unavailable during your stay and if this should happen then we will endeavour to rectify the situation as soon as possible but will have no other liability.
12. We reserve the right to enter the property in cases of emergency such as repairs.

NOISE

1. Please note that Thornleigh is NOT suitable for groups wishing to have late or all night parties.
2. Guests must not create noise which causes offence to our neighbours especially between the hours of 11pm to 8am.
3. We have a zero tolerance to this noise policy and anything after 11pm is totally unacceptable.
4. If any person in your party is either causing damage or is behaving either dangerously or unreasonably so as to cause annoyance to our neighbours we will ask your entire party to vacate the property and will have no other liability to you or give you financial reimbursement due to a shortened stay.
5. We have had complaints already from neighbours due to previous bookings not respecting that Thornleigh is in a residential area; you would yourselves not accept noise around your own homes so please be respectful. Due to prior complaints our neighbours are now less tolerant so please don't think they won't notice or complain but they will respect you if you respect them.
6. We have also had lots of parties who have enjoyed the facilities provided by Thornleigh due to its town location but the downside is our proximity to neighbours. It is not the property for you to book if you are planning on a late night party and please do not spoil relationships with our neighbours for future guests.

Wi-Fi

1. All reasonable endeavors will be taken to ensure that you are provided with free, uninterrupted Wi-Fi service. We will not be liable however, if for any reason, the service is not available at any time, or for any loss of data or damage to equipment you suffer as a result of using the service. We may suspend access at any time and for any reason. The Wi-Fi service we provide is intended to be used for general rather than business purposes, including accessing the worldwide web and email. By accessing the service you undertake that you will use the services responsibly and that you will behave in a lawful, honest and proper manner. You may not: use the service for any illegal purpose (including but not limited to breaching any intellectual property, copyright or computer misuse legislation and downloading or uploading any illegal material); send any unsolicited commercial email (or "spam") or any activity relating to it; carry out any "hacking" activities such as attempting to access systems without authorization or downloading pornographic material.

Heating and other amenities

1. In extreme circumstances and in cases outside our control, amenities might be unavailable during your stay and if this should happen then we will endeavour to rectify the situation as soon as possible but will have no financial or other liability.
2. An amenity is something that contributes to physical or material comfort at Thornleigh and includes the hot tub, Wi-Fi, central heating, television service and showers as well as other services.

HOT TUB RESPONSIBILITY DURING YOUR STAY

1. The hot tub is available from 8am to 11pm as use after 11pm creates unacceptable noise for our neighbours.
2. We will charge if we have to change the water unreasonably. Not showering before use causes brown discolouration of the water.
3. Don't use **glass** for drinks around the hot tub—broken glass around the base is a hazard for bare feet and broken glass can wreck the hot tub jets. A new hot tub is about £8000.
4. Similarly for using candles around the hot tub—we have night lighting. Candle wax in the hot tub also wrecks the jets.
5. Similarly cigarette butts!
6. Similarly babies nappies which disintegrate in the hot water into a jelly like substance which gets in the jets. Use swimming nappies but children should only be in hot tubs for very limited times.
7. No food around the hot tub—soggy food is unhygienic
8. Please read the welcome pack for hot tub rules such as showering before and afterwards.
9. We would recommend not using your best costume and rinsing your costume after being in a hot tub and please bring your own towels for use outside.
10. Any of the above ignored loses your damage bond.

Lots of our guests think our hot tub is fantastic and we have really appreciated all of the positive feedback received but we have also experienced all of the above!