

**Broxmouth Park
Dunbar
East Lothian
EH42 1QW**



Terms & Conditions

The booking is subject to the following terms and conditions agreed to at the time of the booking shall apply in any agreement entered into by Broxmouth Leisure Limited, the operator of the Broxmouth Park Estate, and the Client.

1. Confirmation:

- 1.1. Payment terms are 50% with the booking, with the balance 3 months before arrival.
- 1.2. If a Booking is confirmed less than 3 months from the date of the commencement of the rental, the Client will be invoiced in full, and this should be paid immediately.
- 1.3. If any payment is not received by the due date, Broxmouth Park shall reserve the right to cancel the Booking.
- 1.4. The Booking commences at 4PM on the day of arrival and terminates at 10AM on the day of departure.
- 1.5. This agreement binds you and all members of your party. It is your responsibility to ensure that all members of your party accept and follow these terms & conditions.
- 1.6. Bookings cannot be accepted from persons under eighteen years of age.
- 1.7. This agreement replaces any prior booking agreement.
- 1.8. We or our representative reserves the right to enter the property at any time to undertake essential maintenance or for inspection purposes.

2. Payment for Services: Payments, as noted above, to be made to Sort Code 20-29-23, Account Number 23304906 (Broxmouth Leisure Limited)

3. Cancellation: In the event of the client having to cancel a reservation giving less than 3 months notice, the total fees are payable. If notice is received more than 3 months in advance of the Booking date, any payments received thus far are non-refundable and act as the cancellation fee.

3.1. If Broxmouth Park should cancel the Booking for any reason, a full refund of any monies received will be made to the Client. Any liability is limited to the refund of the monies received by Broxmouth Park. If we are not allowed to host your group due to restrictions in East Lothian regarding self-catering accommodation, we will at our discretion refund or move the booking.

3.2. We strongly advise that you take out comprehensive travel insurance. If you chose

not to then you accept responsibility for any loss that may occur due to cancellation. However, if we are unable to host the visit due to COVID-19 restrictions it will be rescheduled or refunded.

4. Facilities: The Property is fully equipped and has a Hot Tub for the private use of your party.

4.1. The number of persons using the accommodation at any time must not exceed as specified below:

4.1.1. For Bridge House bookings - The number of persons using the accommodation at any time must not exceed 10 guests. This can be extended to 12 guests by using our stylish Japanese Haru beds and linen/towels for a supplement of £15 per additional person per night (payable in advance).

4.1.2. For Head Gardener's bookings - The number of persons using the accommodation at any time must not exceed 8 guests. This can be extended to 10 guests by using our stylish Japanese Haru beds and linen/towels for a supplement of £15 per additional person per night (payable in advance).

4.1.3. For South Lodge bookings - The number of persons using the accommodation at any time must not exceed 6 guests.

4.1.4. For Lodge by the Lake bookings - The number of persons using the accommodation at any time must not exceed 2 guests.

4.2. Guests must abide by all of the Hot Tubs safety guidelines, including but not limited to the following:

- * Please shower with soap & water before entering.
- * Please turn off high jets after use
- * Please do not use soaps, oils, or fake tan in the Hot Tub.
- * No jumping or diving
- * Do not bring glass in or near the Hot Tub
- * Children must be supervised at all times by an adult
- * Do not enter the hot tub if the temperature is over 42 degrees
- * Anyone with diabetes, heart disease, high or low blood pressure, or any serious illness, in addition to elderly persons and pregnant women, should consult a physician before entering the Hot Tub.

4.3. The internet connection is available (at no extra cost) subject to technical availability (for Bridge House, Head Gardener's and South Lodge only).

4.4. The owner shall not be liable for any temporary defect or malfunction of any equipment, machinery, or appliance in the building, grounds, or hot tub.

5. Use of the Property: Please ensure that the following conditions are followed.

5.1. No animal is to be brought into the grounds or allowed to enter any property without

the consent of Broxmouth Park.

5.2. No bolts, nails, tacks, screws, adhesives, tape, or other such fixing devices must be attached to the walls of the fabric of any building, tree, or fence.

5.3. Candles, including tealights, are not permitted.

5.4. There is a strict no smoking policy within the interior accommodation.

5.5. Unauthorised pets or smoking anywhere on the premises will result in the immediate termination of occupancy and forfeiture of all payments. This must strictly be adhered to and any damage or extra cleaning caused by pets or smoking will be at the client's expense.

5.6. If you have been authorised to bring a pet (dogs only) during your stay at the property please adhere to the following house rules (only applicable to Bridge House and Head Gardener's Cottage). There is a pet fee of £30 per dog (maximum of 2):

- * No dogs allowed less than 1 year old
- * We do not have a limit on the size or breed of the dog
- * We only accept dogs which have been neutered or spayed.
- * All dogs should have up to date vaccinations.
- * All dogs must be treated with a flea and tick control, like Frontline or Advantage, three days prior to arrival
- * All dog waste must be cleaned up and properly disposed of.
- * Dogs must be kept on a lead at all times when outside the property.
- * Dogs are not allowed on the furniture or in the upstairs bedrooms

5.7. We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.

6. Damage to the Property:

6.1. We expect all guests to enjoy the facilities and treat the property with the same respect that they would with their own house. In the event that you notice any damage in your accommodation please let us know immediately so that we can take the appropriate action. If there have been any breakages during your stay, we would be grateful if you replace them or advise us before you leave. The accommodation will be inspected at the end of your stay and you may be charged for any loss or damage found.

6.2. Please remind your guests to lock the doors and close the windows when they leave the property unoccupied.

6.3. In making a booking you accept responsibility for any theft, breakage, or damage caused by you or any member of your party and agree to indemnify us in full for any loss that we may incur as a result.

6.4. The owner reserves the right to make a charge to cover additional cleaning costs if the client leaves the property in an unacceptable condition. It should be left in a similar condition to when you arrived.

6.5. Please note that in the event that any keys issued are not returned at the end of your

stay, then the cost of replacement will be charged to you.

6.6. We reserve the right to terminate a rental without compensation where the unreasonable behaviour of the client or any of their party may impair the enjoyment, comfort or health of others.

6.7. Any problem or complaint which the client may have concerning their rental must be immediately reported to us or our representatives and we will endeavour to put matters right. Any complaints not reported to us or our representatives at the time and only reported after the rental will not be considered.

7. Liability, Indemnity and Insurance: The Client shall be responsible for the safety and security of all property brought to the venue. Broxmouth Park shall not have any responsibility, and shall not be liable in respect of any theft, loss or damage to any such property.

8. Any entertainment or other activity arranged by the Client must be agreed in advance by Broxmouth Park. A risk assessment may be requested by Broxmouth Park.

9. Maintenance: Broxmouth Park cannot accept responsibility for maintenance or building work that is taking place during the Booking.

10. Broadcasting and Filming: The Client is not to grant broadcasting or filming rights without the prior consent of Broxmouth Park.

Return Address: Broxmouth Park, Dunbar, East Lothian, EH42 1QW

Telephone: 01368 869 717 | Email: booking@broxmouth.com