

## **Terms and Conditions applying to Sharpnage House**

### **1. Horses (Please read carefully)**

Please do not enter the fields with horses/cows with calves in. Please do not feed any animals on the fields.

**There is a strand of electric wire attached to the fence from the field side to prevent the horses leaning over the fence. Please ensure that you do not attempt to climb the fence.**

**Please do not touch the wire.**

**Please make everyone in your party aware of this.**

### **2. Terms**

Bookings are from 5pm on day of arrival to 10am on day of departure (subject to unavoidable delays). Later departure can sometimes be arranged, please ask. Upon departure you are obliged to leave the house in a clean and tidy condition.

### **3. Booking confirmation**

Bookings will be confirmed upon receipt of 20% of the accommodation rental. The deposit is non-returnable. Method of Payment – Bank Transfer or Cheques to be made payable to 'SHARP NAGE HOUSE' unless the booking has been made at short notice where the same day bank transfer is required.

### **4. Cancellation**

Contact us immediately by telephone or email if you have to cancel your holiday. If a cancellation is made after settling the balance a part refund will only be given if the dates in question are re-let. We will endeavour to re-let and if successful will refund the whole (minus admin of up to £50) up to a maximum of the rental we achieve for the re-let, bearing in mind that we may have to discount the rental to achieve a re-let at short notice.

### **5. Availability**

Should the property not be available due to circumstances beyond our control (for example fire, theft or damage) we cannot guarantee to provide alternative accommodation, in which case all sums will be returned to you in full. You will have no claim against us.

#### **6. Number in your party**

The number of persons using the accommodation Sharpnage House (except for babies in cots where applicable) shall not exceed the max stated unless previously arranged. Cots are deemed suitable for babies up to 2 years. The owner reserves the right to refuse admission to any persons or animals not declared on the booking form or agreed to in writing at an earlier date. We reserve the right to cancel our contract, and demand the payment of the extra £150, should this condition not be observed.

#### **7. Damage**

Articles found to be missing or broken from the house or garden area will be paid for by the hirer, as will damage to the fabric (reasonable wear and tear accepted). The owner will not be responsible for any loss or damage whatsoever to any property, including vehicles, belonging to the Hirer or any member of the party.

The Hirer is responsible for the holiday accommodation and its equipment during the period of their stay. The accommodation, equipment, utensils etc. should be left in the same state of cleanliness and general order in which it was found (i.e. the last load in the dishwasher is acceptable).

Where towels and bed linen are provided, this is for your convenience and comfort and we ask that you take special care when using them, so as not to damage or permanently stain them. The use of self-tanning lotion/fake tan/hair dye is a particularly common example of something that causes permanent stains. If permanent staining is found on linen, towels, carpets or upholstery this will be charged to the Guest.

#### **8. Web site**

The information given on this website is given in good faith. We reserve the right to make changes in the interest of improvement. All links to external websites are provided for interest only, we cannot be held responsible for the content of these websites.

#### **9. Holiday Insurance**

Once the booking is confirmed the Hirer is responsible for the total cost of the holiday. In the event of cancellation we will endeavour to re-let the property and make a refund of monies paid less the deposit which is non-refundable. We would recommend that holiday insurance be taken out.



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### **10. Complaints**

If you are not entirely satisfied with the property please contact the owner immediately and every effort will be made to make right any problem. Complaints not reported during occupancy cannot be investigated at later stage.

### **11. Access to the property**

The property owner or his representative shall be allowed access at any reasonable time during the holiday occupancy.

### **12. Non-Smoking Property**

Sharpnage House is non-smoking. However smoking is permitted outside the property and ashtrays are provided for this purpose.

### **13. Dogs**

The hirer must let the owner or his representative know if they have a dog in their party before booking is made. There is an extra charge of £50 per dog per stay. In some cases a security returnable deposit of £200 will be taken. This will be returned to the hirer after an inspection has taken place and there were no damages and the property was left in satisfactory condition.

All dogs permitted to stay must be kept under strict and proper control at all times. They must not be left alone at any time in or near the accommodation or allowed on the cottage furniture and beds. They should be walked away from the grounds for toiletry purposes. Dogs are not allowed to enter fields with horses or other animals. On your departure the property should be vacuumed to remove any hairs that may have accumulated. For more details on our Dog Policy please read Appendix 1.

### **14. Internet safety**

Where Wi-Fi is available, Guests are solely responsible for complying with all relevant laws and insuring that no computer or software virus, inappropriate or illegal material, is accessed or downloaded, and we shall be fully indemnified by any Guest using a Wi-Fi internet service against any computer or software virus which is downloaded and damages software, systems or hardware, and against any other consequences of the accessing or downloading or inappropriate or illegal material. It is the sole responsibility of each Guest to ensure that any parental locks or other restrictions are in place, and we cannot accept any responsibility for any inappropriate access or use of the internet by children or others.



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#### **15. Personal Information**

All personal information collected through the forms in this website will be used only for the purpose intended, eg to answer an enquiry or to process a holiday booking. Personal information will not be retained for longer than is necessary to satisfy the enquiry or booking made. We will not pass your personal details to third parties without your permission other than Premier Cottages Limited. Sharpnage House is a member of Premier Cottages Limited which is a professional collective of independent luxury cottage owners. Premier Cottages promotes our properties on our behalf as well as other luxury cottages. As members of Premier Cottages we would like to give them your information so that they can contact you about quality properties that you might like. You may unsubscribe from this service at any time as detailed in our Privacy & Cookie Policy.

#### **16. Forgotten items**

Found items after departure are always reported to the manager. Last guests are always contacted. Unclaimed items are kept for one month only.

(PLEASE GET IN TOUCH IF THERE IS ANYTHING YOU ARE UNSURE ABOUT IN THESE TERMS. WE AIM TO MAKE YOUR STAY AS PLEASUREABLE AS POSSIBLE).



## APPENDIX 1

### Dog Policy

Here at Sharpnage House we know that doggies need holidays just like humans, so you are welcome to bring him/her along at a small cost of £50 per dog. We are particularly suitable for a doggy holiday as our farm land adjoins the cottage and there are wonderful forest walks nearby.

However we would ask that you considered the following points so that our future doggy guests (and their owners!) enjoy their holidays as much as we hope you do.

1. Canine companions often love to have their own blankets with them – and humans prefer beds, sofas and chairs free from doggy hairs! Therefore your dog needs to spend its holiday downstairs in the kitchen area (which is huge) and to use his own blanket/bed for sleeping and resting. Please let us know if you would like to use a stair gate to keep the doggy downstairs and we can provide it for you.
2. Please, can you make sure that you clean up after your doggy. You will find some poop bags in the 'dog welcome basket' in the house, for use on the lawn in the garden area.
3. As we know the weather can be unpredictable, so if it gets wet and muddy, you will find a short hose in the left corner of the garden for washing his/hers paws. We can provide an old towel, please ask!
4. Dogs get lonely too, so please do not leave your dog in the property on its own!!! It is likely that it will become agitated and therefore it can scratch the furniture or it can hurt itself.

### Doggy Emergency

In case there is an emergency and something happened to your dog, you can contact several Vets in Hereford:

- Holmer Vets, Roman Rd, Hereford HR1 1LE, 01432 272468
- Brookfield Vets, 1 Old Eign Hill, Hampton Park, Hereford, HR1 1TU, 01432 357 222 or 01432 271090



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## Inventory:

### KITCHEN

Baking sheet  
Baking tin (cake)  
Bottle opener  
Bread bin  
Bread/chopping boards  
Bread knife  
Bun tin/ Yorkshire pudding tin  
Butter dish  
Cake storage tin  
Carving knife and fork  
Casserole dish and lid  
Coasters  
Coffee pot  
Coffee maker (Nespresso Citiz)  
Colander  
Condiment set  
Cooling rack  
Corkscrew  
Electric kettle  
Electric toaster  
Non-stick frying pan  
Fruit bowl/ basket  
Frying pan  
Garlic press  
Grater  
Ice cube tray  
Kitchen scales  
Kitchen scissors  
Knife sharpener  
Ladle  
Large glass dish  
Lemon squeezer  
Measuring jug  
Meat serving dish  
Milk pan  
Mixing bowls  
Oven glove  
Oven roasting tin



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Pasta pan  
Pie dish  
Place mats  
Potato masher  
Potato peeler  
Rolling pin  
Salad bowl & servers  
Saucepan with lid (large)  
Saucepan with lid (medium)  
Sauce pan with lid (small)  
Sieve  
Spatula  
Steamer  
Slotted spoon  
Tea pot  
Tin opener  
Toast rack  
Tongs  
Tray  
Vegetable knife (small)  
Water jug (glass)  
Whisk  
Wooden spoons  
Electric aga  
Microwave  
Electric hob  
Fridge  
Freezer  
Chiller  
Washing machine  
Tumble dryer  
Phone

**CHINA: DINNER AND TEAS SERVICES (MATCHING):**

Cereal/dessert bowl (1 per person)  
Soup plate/bowl (1 per person)  
Egg cup ( 1 per person)  
Gravy sauce boat  
Milk jug (large and small)  
Sugar basin  
Teas cup and saucer (1 per person)

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At least 2 per person:

Mug  
Plate (large and middle-sized)  
Plate (small)  
Tumblers  
Wine glass  
Beer glass (1per person)

**CUTLERY DRAWER:**

Soup spoon (1 per person)  
Tablespoons  
At least 2 per person of:  
Teaspoon  
Dessert spoon  
Table fork  
Dessert fork  
Table knife  
Dessert knife

**CLEANING EQUIPMENT:**

Broom  
Bucket  
Cleaning agents  
Clothes line/drying facility  
Clothes pegs  
Dish mop/brush  
Floor mop  
Iron and ironing board  
Kitchen hand towel  
Pot scourer  
Refuse container  
Tea towels  
Vacuum cleaner (2)  
Washing up bowl  
Washing up liquid  
Ashtrays  
Dustbins  
Flower vases





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**Miscellaneous**

Fire blanket  
Fire extinguisher (2)  
Smoke alarms  
First aid kit  
Log basket (2)  
Door mat  
Logs  
Spare light bulbs  
Ipod dock (games room)  
Torch (2)  
Visitor's book  
Waste bins  
Yellow Pages  
Phone

**BEDROOMS:**

Televisions (in each bedroom except downstairs bedroom)  
Additional blankets (1 per each room)  
Duvets (in each room)  
Coat hangers (4 per person)  
Travel cots (3)  
Mattress protectors (1 on each bed)  
Pillows (2 per person)  
Pillow protectors  
High chair

**SNUG ROOM:**

Television  
Sky box  
DVD player  
Side tables (glass) x2  
Coffee table  
Throw  
Sofas (2)

**SEATING AREA:**

Television  
Sky Box  
Throw  
Side tables (2)



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Coffee table  
Sofas (2)  
Chair  
Mirror (round)  
Sideboard  
Books  
Book stand

**BATHROOMS:**

Bath mat (one in each bathroom)  
Bath towels (1per person)  
Make up flannel (1 in each bathroom)  
Soap (1 in each bathroom)  
Shower gel (1 in each bathroom)  
Bath foam (1 in each bathroom )  
Disposal bin (1 per bathroom)  
Hand towels (1 per person)  
Heated towel rail (1 in each bathroom)  
Loo brush and container (1 in each bathroom)  
Loo rolls (2 in each bathroom)  
Mirror (in each bedroom & bathroom)

**GAMES ROOM:**

Full size pool table and accessories  
Table tennis and accessories  
Football table and accessories  
Fire extinguisher  
Play kitchen and accessories  
Ride on toys x2  
Cars x 3  
Prms x 1  
Dolls x2 and accessories  
Tent  
Bar chairs x2  
Framed football Tshirt  
Framed disc Queen  
Framed jockey trousers  
Shape sorter early learning toy x2  
Ball  
Children size pool table/table tennis/air hockey and accessories