

Gaveston hall (studentours london limited) Terms&conditions.

Please ensure you read and fully understand these booking terms and conditions. If anything is unclear, please contact us so we can explain in further detail to avoid any misunderstandings.

Bookings are subject to the following terms and conditions:

- A contract between you (the guest) and studentours london limited will come into existence when the deposit or full payment is received, and a booking confirmation is issued showing the confirmed holiday dates.
- The deposit must be paid within 5 days of the booking being placed.
- The contract binds you (the lead booker) & all the members of the party who are part of the booking. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.
- We require the names, ages, and contact details of all guests.
- A £500 deposit of the holiday cost is payable at the time of booking.
- Bookings made less than sixty days before your arrival date must be paid in full, plus the £500 refundable damage deposit .
- The balance must be paid no later than 60 days before the commencement of your holiday. If the balance is not received by the due date, then your holiday will be treated as a cancellation.
- All cancellations must be notified in writing and once received we will confirm the cancellation.
- The customer remains liable for a percentage of the booking cost when a cancellation is received, as detailed below:

Number of days before the holiday when cancelled	The % of booking cost payable
More than 60 days	5% of the booking cost
45 to 59 days	40% of the booking cost
30 to 44 days	50% of the booking cost
15 to 29 days	75% of the booking cost
3 to 14 days	90% of the booking cost
0 to 2 days	100% of the booking cost

- If we are successful in getting a replacement booking, we will refund the total amount paid less a 5% booking fee and any difference in price between your original and the replacement booking.
- We strongly advise that you take out comprehensive travel insurance to cover cancellations. If you choose not to, then you accept responsibility for any loss that you may incur due to your cancellation.
- If your booking is cancelled due to circumstances beyond our control, notification will be given of the cancellation as soon as possible and we will promptly refund all payments made to us for your holiday. Our liability for cancellation will be limited to payments made to us.
- If our property must close due to government restrictions or your address is put into local/regional lockdown for your holiday dates and you are unable to travel, you will be refunded in full.

- The maximum number of persons occupying the property must not exceed the number of persons agreed on the booking form and only those listed on the booking form can occupy the property. If you wish to invite additional visitors to visit you during your stay, please ask us first.
- Please be advised that no extra overnight visitors are allowed to stay at the property.
- Bookings cannot be accepted from persons under twenty one years of age.
- The owner reserves the right to refuse a booking without giving any reason.
- We or our representatives reserve the right to enter the property at any time to undertake essential maintenance, repairs or for inspection purposes.
- Tenancies normally commence at 3pm on the arrival date and guests are required to leave the rental by 10 am on the day of departure. Failure to do so may result in you being charged a further day's rental.
- You must not use the property except for the purpose of a holiday.
- Smoking is not allowed in the property.
- Vaping or smoking anywhere inside the premises will result in immediate termination of occupancy and forfeiture of all payments. This must be strictly adhered to, and any damage or extra cleaning caused will be at your expense.
- Pets are not allowed unless agreed on the booking form.
 - We only allow 2 dogs maximum, no other kinds of pets.
 - Dogs must be booked in.
- Please keep a close eye on your dog or to be kept on a lead due to wildlife and other persons present.
 - Please don't let dogs on the furniture, especially sofas and beds.
 - Guests are responsible for cleaning up after their pets.
 - Please clean muddy dogs using the outside tap.
 - Dogs must not be left alone in the property.
 - Stair gates are provided which help control where dogs can wander.
 - If the property requires additional cleaning due to excessive dog hair or if dogs have been in the bedrooms, or on a sofa, we will charge a £50 fee to cover the extra cleaning costs.
 - You are responsible for your dog and you will be charged for any damage caused by your dog.
- Damage deposit £500 group less than 50 guests and £1000 for group up to 100 guests – In making a booking you accept responsibility for any theft, breakage or damage caused by you, your pets or any member of your party and agree to indemnify us in full for any loss that we may incur as a result. A security deposit of £500 is required and will be returned at the end of your holiday, less the cost of damage/breakages.
- Damages and breakages – please treat the facilities & accommodation with due care so that other guests may continue to enjoy them. If you notice something is missing or damaged in your accommodation, please let us know immediately so that we can take the appropriate action. If there has been any damage or breakages during your stay, we would be grateful if you could report them promptly, especially before check-out. The accommodation will be inspected at the end of the holiday & you may be charged for any loss, damage or extra cleaning costs. These are to be paid for in full within 7 days of notification.
- If damage occurs and the owner must cancel and/or refund subsequent

bookings, the owner may bring a claim against you for any loss arising as a result.

- Please do not move any furniture from one room to another or any of the indoor furniture, furnishings or bedlinen outside.
- Please remove muddy shoes before entering the house.
- Please lock the doors and close the windows when you leave the property unoccupied.
- Please make sure you switch off lights, heating, or any electrical appliances when you go out – we're an eco-friendly holiday home.
- Please don't take any bath towels with you outside of the property.
- The owner reserves the right to make a charge to cover additional cleaning costs if the client leaves the property in an unacceptable condition.
- Please note that if any keys issued are not returned at the end of your stay, then the cost of replacement will be charged to you.
- The client may in no circumstance re-let or sublet the property.
- The owners shall not be liable to you or your holiday party for loss or damage to property, however arising.
- All inventory must remain in the property and not be taken to another property.
- You are responsible for the supervision of all members of your party under the age of 18 at all times.
- Swimming pool
- Please refer to the swimming pool terms&conditions.
- Please park your vehicles in the designated parking space, ensuring cars do not block access to other properties do not park on grass unless asked by a member of staff.
- Please respect the community and try to keep noise levels to a minimum, especially between 11 pm and 8 am.
- We reserve the right to terminate your rental agreement with immediate effect where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of others. You'll be asked to leave the property, without any refund of the rental amount paid.
- Please use the designated barbecue utensils and clean the barbecue after use.
- Campfire on designated area only. we charge a small fee of £25 for a full campfire basket of wood (approximately 3cubic meter)or you're welcome to bring your own.
- Fireworks, Chinese lanterns, balloons, firepits, candles and portable bbqs are prohibited as we are an eco friendly outdoor space and do not wish for any plastics blowing into the woods or sky.
- Check-out – *(the check-out time is 10am unless agreed on the booking form.*
- *Please empty bins, strip beds, clean, kitchen, floors, dirty dishes and make sure no rubbish is left on site as you leave the premises so it can be in the same condition as you found them on your arrival).*
- If you want to use the services of a third-party supplier (e.g. a chef, beauty treatments, catering van, bouncy castle or any other activities) this must be agreed beforehand. If you bring a third-party supplier without consent, we reserve the right to ask them to leave. We do not accept liability for the activities of these third-party suppliers. We request proof of full liability insurance from any third-party supplier before entering the site.

- Studentours London ltd would need to see the third-party supplier's public liability insurance and any other
- related/required certifications. Studentours London ltd will then seek approval from Studentours London ltd insurers to allow
- the third-party activity to take place
- If all insurances and certifications are satisfactory to Studentours London ltd and our insurers, permission to invite
- these suppliers to Gaveston Hall will not be unreasonably withheld
- not to use Drones unless you have requested and been given express agreement by the Owners of Studentours London ltd prior to your arrival.
- Wi-Fi – the guest agrees to reasonable and lawful usage. please keep in mind that being in the country side we have a limited amount of speed and data available and the service is not stable especially when bad weather.
- Domestic electric vehicle chargers (commonly known as a 'granny charger' or a 'trickle charger') are not suitable for use at the property and are strictly forbidden. You are liable for any damage or loss suffered by us due to your unauthorised use of domestic chargers.
- We do not accept any EV charger to be plugged in anywhere on the premises.
- Your use of the property does not entitle you to charge an electric vehicle or appliance other than
- personal electronic devices due to House and Fire Insurances and Policies.

Were it to be found you have done so either during your stay or after you have checked out of Studentours London ltd House (Gaveston Hall), you are liable for the electricity cost incurred and the cost of the whole house being checked over by a qualified electrician and any damage caused to the house and or any of its power sockets to make safe for other guests. If you have particular charging requirements, please get in touch before your stay and we can discuss this.

- Swimming and fishing or any other water activities are forbidden on the lake/ponds and stream.

Any marquee, gazebo, tent or any temporary structure is not allowed to be erected anywhere on the property ground unless agreed on the booking form.

- Any problem or complaints must be immediately reported directly to us/our representatives to allow us the opportunity to resolve it.
- Non-compliance with the house rules (House rules available on the games room wall /teacher den wall and attached to booking form) will be considered as a breach of the terms and conditions of the rental agreement. We reserve the right to terminate the booking with immediate effect and without a refund if they do not abide by the rules.
- This property is privately owned and is our home. We expect all guests to enjoy the facilities and treat the property with the same respect that they would with their own home.
- Behavior of guests and their visitors should not be excessively rowdy and must not cause annoyance, distress or embarrassment to staff or fellow guests. Threatening, offensive or illegal behaviour will not be tolerated. We reserve the right to recover from the person making the booking any discretionary compensation payment. This includes damage to Studentours London ltd building, grounds, fixtures, fittings and flood damage.

- Liability : Personal belongings are the responsibility of each guest. We accept no liability whatsoever for any accident, death, loss or damage to property unless such loss is due to our negligence. We cannot be held responsible for failure to public services (eg.water, electricity, internet, mobile phone signal etc..)or any disturbance that is beyond our control in all.
- Force majeure we cannot accept liability or responsibility for any alteration delay or cancellation or damage caused by acts of god ;war,civil strife ;riot ;rebellion ;terrorist action ;industrial disputes/strike ;escape of water ;fire ;sickness ;bad weather ;flood ;storm ;earthquakes ;livestock ;epidemics ;pandemics ;act of any government ,or public authority changes of law including deleted legislation ;changeimposed by re-scheduling and disruption of ferries,airlines ;refusal of a grant of licence ;or any cause beyond our control.
- Parking: Vehicules are parked at owners risk .Vehicule registration number must be given on arrival at check in, accordance with UK accomodation Laws.
- We reserve the right to refuse any booking.
- Please observe the country code at all times and study the map of the groups (available in the hall wall information board)to avoid trespass.Studentours london ltd will accept no liability whatsoever for anybody trespassing.
- You must take all necessary steps to safeguard yourselves and your property
- Data /privacy we will not pass your information onto any third parties for the purposes of
- administration. Contractors will not be allowed to use your personal information for any other purpose that that
- which Studentours london ltd may have instructed. By booking with us you are deemed to have consented to the use of
- personal information for these purposes. If you decide that you would prefer that your information is not used
- in this way or that you do not wish to receive such information, please contact us in writing or by email or via the contact for on our website.
- If any term or provision in these booking terms and conditions is found by any court,tribunal or administrative body or competent jurisdiction to be wholly or partly illegal,invalid,void,voidable,unenforceable or unreasonable it shall to the extent of such illegality,invalidity,voidness or unreasonableness be deemed to be severable and the remaining provisions of the booking conditions and the remainder of such provision shall continue in full force and effect .

Please note that by signing the booking form and/or making an email or telephone booking with the deposit/hire charge paid, you have accepted these terms and conditions. You must ensure that ALL members of your party understand and comply with these terms and conditions. A legally binding contract has been entered into. Studentours london limited reserves the right to demand the immediate departure of any guests who fail to comply with these Terms & Conditions and for conduct deemed to be detrimental to the property