



## **IMPORTANT NOTICE**

**Please ensure that you read the following terms of service carefully as these form part of your agreement with us which creates legally binding obligations.**

**As with all terms and conditions, there are a lot of points, which should be read carefully and understood prior to giving a deposit to go ahead with your booking. You should therefore ensure that you read and understand these before making a binding commitment.**

**YOUR ATTENTION IS DRAWN IN PARTICULAR TO CLAUSE 10 (LIABILITY FOR LOSS OR DAMAGE TO PROPERTY).**

### **Terms and Conditions**

1. As the lead guest you are responsible for ALL of the people in your party staying at any one of our Grand Get-Togethers holiday properties - Westfield Granary, Corner Farm, The Yard and Bogg Hall Barn ("GGT") or "Owner").
2. Please carefully read the terms and conditions detailed below as YOU are accepting that you are aware and agree to all of the information and take full responsibility for your ENTIRE group or party ( the "Guests").
3. Guests are responsible for taking note of all government policies in place regarding travel restrictions due to public health measures. We cannot police this and ask therefore that you risk assess your own party and decide for yourself if your group is appropriate. We cannot accept responsibility for any loss or damage if cancellation becomes necessary, including the forfeiture of any deposit or other payment made by or due from you to GGT.

### **4. Personal Details**

Information you provide to GGT is confidential and will be used for the purpose of your forthcoming reservation only and it will not to be shared with any third party except as provided clearly below or required by law including where applicable all Data Protection legislation.

### **5. Availability, Reservations and Payment**

Please see the Availability Chart to check whether your chosen accommodation is currently available for your preferred dates, these are subject to change and availability and so must be confirmed with the Owner.

All prices quoted include VAT where applicable, at the current rates.

To make a booking, you must be over the age of 18 and you must be aged 18 years or over to stay alone.

You must be able to show photo identification (a driver's licence, passport or national ID card) and the credit or debit card used to make your booking if requested by GGT.

You are responsible for ensuring that each person who stays at GGT under your booking, even if you make a booking for someone else's benefit and don't stay yourself, complies with these terms.

Your booking is not transferable.

[The payment card used to pay the Deposit must not expire before the planned dates of stay.]

## **6. Booking Confirmation**

We will confirm our acceptance of your booking by sending you a confirmation email to the email address that you provide during the reservation process. If no email is available, the details and confirmation will be posted. The contract between GGT and the Guest, for the provision of your accommodation and any additional services added to your reservation, will be completed when you receive the confirmation from us.

Please do contact GGT immediately if you think that there is a mistake in your reservation or if you require any changes to a confirmed reservation.

Your property will be ready for occupation by 4pm on the scheduled day of your arrival. The property must be vacated by 10am on the day of departure.

We regret that we are unable to guarantee specific property, only property type can be guaranteed. However, we are happy to make a note of your specific requests and will endeavour to fulfil these requests when possible.

- Prices are subject to change.
- To confirm a reservation, we ask for a non-returnable deposit of 25% of the total property price, upon receipt a confirmation email will be sent. At that point a binding contract exists between you and the Owner. GGT would suffer loss and damage for which it would be entitled to claim compensation from you if you breach the terms of this agreement.
- Reservations within six weeks of the start of the rental period require full payment at the time of booking. All such payments are strictly non-refundable except as otherwise expressly provided.
- The balance must be paid no less than six weeks before the start date of your holiday. If payment is not received, we reserve the right to treat this as a cancellation. We shall, however, send a reminder.
- A refundable breakage deposit of £500 must be added to your booking upon placing a reservation. The breakages deposit does not limit the Guests' liability to the owner. Costs of damages, breakages or failure to leave the property in a clean and orderly condition, including the hot tub and swim spa, will be explained and deducted appropriately. Alternatively, a full refund will be made available up to 7 days after your departure.
- Prices include gas, household linen, towels, fuel for the fires and basic cleaning equipment.
- Additional charges include £25 per pet.

7. We advise comprehensive travel insurance to be taken out at the time of booking, which should include cancellation cover, full cover for the Guests' personal belongings and public liability as the owner's insurance does not cover these items.

## **8. Force Majeure**

We (the Owner) are not liable to you (the Guests) for:

- Any faults or interruption to the supply of public services
- Any loss, damage or inconvenience caused to or suffered as a result of weather conditions, riots, wars, strikes or other matters beyond their reasonable control.

If GGT is prevented from carrying out its obligations under these terms and conditions in relation to a booking by circumstances beyond GGT's reasonable control (including but not limited to government intervention, strikes, labour disputes, accidents, acts of God, national or local disasters, epidemic or pandemic including without limitation COVID-19 (Coronavirus), SARS and any mutation or variation thereof or any similar virus or disease, war, damage to the venue, loss of services such as electricity, gas, sewage, weather, fire or failure of sub-contractors or suppliers) in which case GGT shall notify you in writing of, and the reasons for such cancellation.

Any loss, damage or inconvenience suffered if the holiday property becomes uninhabitable before the start of the rental period. In this unfortunate event a full rental refund will be made. No further liability will be accepted by the owner.

Cancellation as a result of public health measures. In this instance you will be asked to transfer your booking to a later date within 12 months, free of any administration charges, subject to availability. You may need to pay the difference should you choose a more expensive stay. Reimbursements will be made if the new booking is cheaper than the original dates.

In the event of cancellation by you we will use reasonable endeavours to re-let the accommodation for the dates reserved. If successful and the monies received from re-letting exceed the total of the Deposit and (where applicable) any further payment received from you towards the booking costs, then such sums paid by you will be refunded but not otherwise.

## **9. Liability for Loss or Damage to Property**

In signing the Terms and Conditions, you agree that as the named person on the document you are liable for any damage caused during your stay in the houses, venue and grounds by any of your party or animals. You also agree that the use of the property by your party and its facilities is at your own risk.

The Guests and all visitors do so entirely at their own risk. No responsibility will be accepted for injury, loss or damage to property including personal belongings, vehicles and their contents.

Other than for death or personal injury caused by the negligence of GGT, GGT's liability to the Guest is expressly limited to, and our total liability to you for any and all losses shall not exceed, the price of the booking. With the exception of such liability on the part of GGT, the Guest hereby expressly indemnifies and holds-harmless GGT from and against any and all liability and any claims,

proceedings or damages resulting or arising directly or indirectly from the booking, event or function, the Guest, guests or any outside contractors of the Guest.

Smoking is not permitted in any of the GGT properties. We reserve the right to make a cleaning charge (£100 minimum) if there has been any smoking in of the rooms in the property.

Guests are directly responsible for any loss or damage caused to the allocated accommodation, furnishings, utensils and equipment in them by any act, omission, default or neglect of the Guest and will pay to GGT on demand the amount required to make good or remedy any such loss or damage.

GGT will not be liable for any losses including any loss or damage to any property, equipment, stock, vehicles or possessions brought to the venue by the customer or the customers guests, employees, contractors, agents, suppliers or hired by GGT on the Guest's behalf which are not caused by either a breach of these terms by us, our non-compliance with our duties under applicable legislation or our negligence. We will also not be liable for any losses which were not foreseeable to both parties when the contract was formed. Loss is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen, for example if you discussed it with us during the booking process.

## **10. Arrival and Departure**

- All of the Grand Get-Together properties will be ready to occupy from 4pm on the day of arrival.
- Properties must be vacated by 10am on the day of departure and left in a clean and tidy state. Sunday check out time is any time before 5pm.
- Hot tubs must be vacated by 8am on a normal changeover day (Monday and Friday) and may not be useable until 8am the following day, this is subject to the departure time of the previous guests.
- There is free WiFi throughout the properties, however this facility cannot be guaranteed to be available at all times due to the unpredictability of Service Providers.

## **11. Hot Tub/Swim Spa Disclaimer**

As the lead guest you are responsible for ALL the people in your party staying at any one of our Grand Get-Togethers holiday properties - Westfield Granary, Corner Farm, The Yard & Bogg Hall Barn. You are accepting that you are aware and agree to this information. A copy of the rules will be available in your property.

The lead guest is responsible for making sure that all members of their party, and their guests, are aware of, and strictly adhere to the guidelines for proper use of the hot tub.

### **Hot Tub Rules**

We understand that having a hot tub or swim spa in your self-catering accommodation is a truly luxurious touch and will enhance your experience at any one of Grand Get-Togethers properties. We want you to have pleasurable experience relaxing with friends and family for your special celebration or get-together.

For your (and your guests safety), it is essential to understand and adhere to the advice and guidelines

for proper use as outlined below:

- Grand Get-Togethers take no responsibility for any accident, injury or health issue resulting from the use of the hot tub.
- The hot tub/swim spa must never be switched off at the mains. Only authorised maintenance personnel are authorised to control the mains power.
- Hot tub cleanliness is paramount. For your own safety it is essential that the water is kept clean as failure to do so results in the water balance changing which seriously diminishes the effectiveness of the sanitising chemicals. Our authorised maintenance personnel will check the chemical balance of the hot tub periodically to monitor the levels of micro bacteria, water balance and quality. This may be up to 2 times a day (dependent on usage). Water balance/chemicals will be adjusted as necessary and results recorded. This procedure is a safety requirement for hot tubs in holiday properties and ensures that the chemical balance of the water remains continuously safe for your enjoyment throughout your stay.
- If upon inspection the hot tub is found to be dirty due to misuse, it may be necessary for us to empty the hot tub and switch it off. We reserve the right to turn the hot tub off for the remainder of your stay.
- Do not exceed the maximum number of bathers per hot tub/swim spa (one per seat)
- People with infectious diseases should not use the hot tub.
- Do not use the hot tub after a heavy meal or whilst under the influence of drugs, alcohol or medication.
- People on medication should always consult their doctor before using the tub.
- People who are pregnant, obese, have heart conditions, blood pressure problems, circulatory problems, skin conditions or diabetes should always consult their doctor before using the tub.
- Do not use the tub immediately after strenuous exercise.
- Prolonged use of the hot tub can lead to hyperthermia. This is a dangerous condition when the internal body temperature exceeds 37 degrees. Symptoms may include failure to perceive impending hazard, failure to perceive heat, failure to recognise need to leave the tub, unconsciousness and drowning.
- Do not open the electrical box of the hot tub.
- Do not allow any pets in the hot tub.
- NEVER leave one person alone in the tub or let them sleep in it. This could lead drowning.
- Do not drink the water, or allow the water to enter your mouth.
- NEVER allow children under 5 in the hot tub. All children over 5 must be supervised by a responsible adult.
- Please treat the tub as if it were your own as maintenance is expensive. This is an important health and safety legal requirement for hot tubs used in a commercial environment.

You must adhere to the guidelines set out below. Failure to do so could result in injury or death and Grand Get-Togethers accepts no liability, due to loss or injury in relation to inappropriate behaviour, or misuse whilst in or around the confines of the hot tub. There are a few simple rules to follow so you can enjoy the tub throughout your stay.

#### Hygiene

- Guests must shower and use the toilet before entering the hot tub.
- Do not wear sun tan lotions, fake tan or skin creams
- Do not use any soaps or detergents of any type in the hot tub.

#### Proper Use

- A minimum of 2 people permitted in the hot tub at any one time
- Do not exceed a maximum of 15 minutes immersion time in the hot tub swim spa
- Keep all loose articles of clothing and jewellery away from the rotating jets.
- Test the water with your hand before entering to make sure it is a comfortable temperature.
- Guests should never submerge their head in the water. Hot tub water is not suitable to be in or near your mouth and should never be consumed. It is your responsibility to instruct any children of this advice.
- Do not jump into the hot tub, nor stand on or jump on the lid.
- Be aware that surfaces in and around the hot tub may be slippery with water or ice.

#### Food and Drink

- Never take glass into the hot tub, plastic glasses are provided.
- Any glass broken in or around the tub needs to be reported immediately.

#### Children and Pregnancy

- Risk to children – Extreme caution must be exercised to prevent unauthorised access by under age children. The hot tub cover must remain closed at all times unless a responsible adult is present.
- No children under 5 years old are permitted in the tub, as they cannot regulate their body temperatures suitably.
- Instruct your children to shower and visit the toilet prior to use of the tub and inform them to keep their heads out of the water (especially mouth and ears).
- Use extreme caution with all children wishing to use the hot tub, they are prone to overheating and this can be very dangerous.
- ALL children under 16 MUST be supervised at all times.

#### Operation

- ONLY use the control panel buttons shown to you on entry (this information will be displayed in the information folders at your Grand Get-Togethers property). Improper use can put the tub 'to sleep', which lowers the temperature and this can take up to 24 hours to warm up again and increases the possibility of bacteria's multiplying.
- Never remove the operating panel, the suction fitting etc. from the hot tub.

#### Removing and replacing the cover

- Do not attempt to forcibly pull the lid or its clips.
- Always strap the lid down where possible using the clips when you leave the tub. Failure to do so may end up with the lid being blown off and can damage the lid and its supporting arms, this could be very expensive to repair and you are liable for the cost.

Please report any illnesses following Hot tub usage to Molly immediately. This is extremely important if pneumonia-like symptoms are experienced. Thank you for your cooperation and understanding. We hope that you enjoy all of the facilities at your chosen Grand Get-Togethers property.

#### **12. Sauna & Outdoor Gym Disclaimer (Bogg Hall Barn only)**

As the lead guest you are responsible for ALL the people in your party staying at any one of our Grand Get-Togethers holiday properties. You are accepting that you are aware and agree to this information.

A copy of the sauna and gym rules will be available at Bogg Hall Barn.

The lead guest is responsible for making sure that all members of their party, and their guests, are aware of, and strictly adhere to the guidelines for proper use of facilities.

For your (and your guests safety), it is essential to understand and adhere to the advice and guidelines for proper use as outlined below:

### **Outdoor Gym Rules**

- Please read all safety and user instructions located on each item of equipment before use.
- Please respect this area which must only be used for its intended purpose.
- People using this facility do so at their own risk.
- Please use within your limits.

Warning: If you are in any doubt whatsoever about performing physical exercise, please consult a doctor prior to doing so.

- Stop using the equipment immediately should you feel any discomfort at all.
- The outdoor gym equipment is intended for youth and adults having an overall height greater than 1400mm tall.
- These facilities are kept clean and safe for your benefit. Please help us look after them.

Please report any accidents or problems. Call 07380 307465 or email [molly@grandgettogethers.co.uk](mailto:molly@grandgettogethers.co.uk)

- This site is inspected for safety on a regular basis.
- The site operator cannot be held responsible for any injury, loss or damage incurred from the use of this facility, howsoever caused.

### **Sauna Rules**

For your comfort and safety, please follow these guidelines:

- Shower before entering the sauna
- Use a towel to sit or lie on at all times
- Wear swimwear
- Limit sessions to 10–15 minutes
- No food, drinks, glass, or mobile phones
- Do not use oils, fragrances, or lotions
- Leave immediately if you feel dizzy or unwell

Sauna use is not recommended for guests who:

- Are pregnant
- Have heart disease, circulatory problems, or low/high blood pressure
- Have a fever, infection, or acute illness
- Are under the influence of alcohol or drugs
- Have epilepsy or conditions affected by heat
- Have open wounds, skin infections, or severe sunburn
- Have been advised by a doctor to avoid heat exposure

Children should use the sauna only under close adult supervision.  
If in doubt, please consult a medical professional before use.

Thank you for helping us keep the sauna clean, safe, and enjoyable for everyone.