

THE OLD NEPTUNE

TERMS AND CONDITIONS OF BOOKING

The Old Neptune is a beautiful, historic building over 500 years old, which we're sure you and your guests will love. During your stay we want you to have a wonderful time and enjoy looking after a house deemed of national importance. We do not want to lecture you with a long list of things but there are some things that we have to tell you and others that you need to action in order to make your stay as pleasant as possible. Overall we simply ask that guests respect and look after the building and its contents as they would their own home.

1) Contract

The Contract is between the owners of The Old Neptune and the Client. The Contract will be entered into when a confirmation letter (or electronic equivalent) has been issued and will be subject to all the Booking Conditions. The Client should check the conditions carefully.

2) The Client

Rentals are not permitted to all male groups or to groups under 30 years of age. We reserve the right to refuse entry to the entire party and/or request the early vacation of the property if this condition is not observed.

3) Payment

A deposit of 33% of the rental fee is payable if the booking is made more than 3 months before the start of the rental. The balance shall be payable 3 months before the commencement of the rental. Please note that failure to pay the balance promptly will be taken as a cancellation and all money paid to that point will be forfeit. For bookings made less than 3 months before the commencement of the rental the total fee is payable.

4) Cancellation

If you need to cancel a booking for whatever reason we will endeavour to re-let the property. If we succeed in re-letting the property at the standard rate we will refund any money paid. In the event we cannot re-let the property or let the property at a lower rate, all money paid to that point will be forfeit or proportion thereof. Further if we are subsequently unable to re-let the property, we may claim the full balance payment as compensation. These conditions reflect the specific nature of large house rentals. Once a date is reserved, we cannot market it and as large group holidays are normally organised several months ahead, a cancellation may result in our being unable to get another booking at all. Fortunately cancellations are extremely rare but it is in everyone's interest to advise us of the need to cancel as early as possible to allow us sufficient time to re-let the property.

5) VAT

The rate quoted includes VAT at the current rate. If the prevailing rate of VAT changes between the booking and the balance payment becoming due, the balance payment will be adjusted to reflect the change in VAT %.

6) Arrival/Departure Times

Arrival is from 4pm and departure by 10am. Where we do not have a booking directly before or after your stay, arrival can be from 1.30pm and departure by 11am by prior arrangement, which will be confirmed before your stay.

7) Insurance

Our insurance covers most eventualities but has a £750 excess during your stay. Should you wish to reduce this level, please consult your own broker. You may also feel it worth taking out cancellation insurance (point 3 above), available from a good broker.

8) Deposit

We charge a security deposit, which will be returned within 2 weeks of your departure, provided there has been no damage. If anything does get broken or damaged, we would appreciate your letting us know.

9) Number of persons occupying the property

The house is set up for 26 persons and the rental rate reflects that number. No other guests may attend all or any part of the weekend even if sleeping elsewhere. This is a strict condition of rental and reflects fire regs, insurance and planning issues and we reserve the right to refuse entry to the entire party and/or request the early vacation of the property if it is not observed.

10) Cleaning

Please leave the property in a clean and tidy state, with rubbish cleared away (including that from bedrooms), bottles taken to the bottle bank and dishes and glasses cleaned and returned to where they were on arrival. Please pay close attention to the local recycling policy (which will probably be different to that in your area) and help us dispose of rubbish in an environmentally sound manner.

11) Security

The house is in a town and therefore you need to observe some simple security measures. The front door and rear gate must remain locked at all times, even when the property is occupied and all exterior doors should be locked at night. Three sets of keys to the outside doors are provided to the group. Please note that if any keys are lost during your stay, unfortunately we would have to charge for replacement locks to be fitted.

12) Smoking, Log Fires, Candles & Fireworks

Smoking is not permitted anywhere in the house to comply with new legislation. Log fires and candles must not be left unattended. Only the fire in the drawing room may be lit. Please be sensible and wary of possible damage to furniture etc from candle wax. Fireworks are an absolute No-No –. There are smoke alarms and fire extinguishers in relevant positions throughout the property and this will be pointed out to you on arrival. Fireworks, Chinese Lanterns etc are an absolute no-no - it's a very old timber-framed house and there are buildings all around

13) Audio Visual Equipment

The house is equipped with good quality audio/visual equipment for your enjoyment and we will provide a detailed explanation of how these function. Please note that any damage resulting from abuse (e.g. blown speakers) will be deducted from the deposit. In the event of malfunction, all reasonable attempts will be made to rectify this equipment but we will not be held liable. Guests must not bring or use any form of additional electronically amplified music or DJ equipment onto the premises and any band or performers attending the premises must have the express written permission of the owners beforehand.

14) Noise and Neighbours

Music must not be played outside and should only be played inside the dining hall and guests are requested to be respectful with volume/timings. The House is in a town in a semi-commercial district and our near neighbours are an office, a cafe and a hotel. So with sensible usage you can enjoy a great party and playing music inside on our equipment never creates a problem. However if music is played outside in the courtyard late into the night, it can carry to residential flats further down the waterfront which can create a problem (as it would anywhere). So a condition of rental is that

15) Sky Pay Movies

There is a Sky + satellite system in the drawing room and you will be given the PIN number to order Pay Movies or special events if you wish. Please make a note of what you use and pay for this on departure.

16) Parking

There is parking for 3-4 cars at the rear of the property and we would advise guests to car share where possible. Please note that cars are parked at owner's risk. There are also further spaces available in a car park 2 minutes' walk away and we can provide discounted vouchers for this.