

# **Croydon Hall Terms & Conditions of Business**

## **for**

### **Guests Attending Events Organised by Croydon Hall**

#### **Room Requirements**

We have a number of different room types - twins, singles, doubles, and family rooms, with and without en-suite facilities. On occasions we may not be able to offer the type of room you would like. However as soon as a suitable room becomes available we will inform you. Different rates apply to different room types.

#### **Event Rates**

Contact Croydon Hall for details and prices for events. Each event is priced according to the number of days and the facilities and services offered during the event. These events may include celebrations, retreats, workshops etc organised and offered by Croydon Hall and not by any external organisation.

#### **Payment**

A reservation payment of 50% of the price is required in advance to reserve a place and accommodation during the event. The remaining 50% is due on arrival and any further services such as bar, spa use, telephone calls etc must be settled before departure. Most major credit cards are accepted. Cash and cheques with a valid cheque guarantee card are accepted up to the value on the card. Returned cheques will be re-presented and any additional bank charges will be added to the invoice. VAT invoices will be issued for all transactions.

#### **Reservations**

Guests attending an event should reconfirm their reservations by telephone or email if they are expecting to arrive later than 20:00 hours on the first day of the event.

#### **Non-availability**

We would only cancel an event for reasons beyond our control. We would attempt to offer an alternative event; however if this was not possible or unacceptable we would refund all monies paid by you. Our liability would not extend beyond this refund.

#### **Arrival & Departure**

Rooms are normally available from 14:00 hours on the arrival date and we ask that you vacate your room by 10:00 on your day of departure. Our reception is open from 09:00 to 20:00 hours. We have a statutory obligation to record registration details for every guest and you will be asked to complete a registration form when you arrive. The details from these forms will not be made available to any third party unless required by law.

#### **Animals**

We regret that, with the exception of assistance dogs, no pets are allowed in Croydon Hall

#### **Smoking**

There is absolutely no smoking in the premises. Smoking may take place in the specific area provided in the grounds. All guests are asked to dispose of any smoking waste in a safe and tidy manner in the receptacles provided there.

#### **Cancellation Policy**

If you cancel less than 7 days before the event or do not attend the event your deposit payment is forfeited. If you cancel more than 7 days before the event we will hold your prepayment amount for a maximum of 12 months from the date of the event and you will be able to apply the amount towards another similar event in the future. Should you not apply the funds towards another event within 12 months the prepayment amount is forfeited.

#### **Damage & Loss**

The company will require payment for shortages in room equipment or furnishings or for any damage to Croydon Hall property caused by guests, reasonable wear and tear excluded. Lost keys or unreturned keys are charged at £35.00 plus VAT per set. This charge will be debited from your credit card if keys are not returned within 7 days of your departure.

#### **Liability**

We do not accept any liability for any damage, loss or injury to any guest or to any vehicles or possessions, unless proven to be caused by a negligent act by our employees or contractors whilst acting in the course of employment.

#### **Parking**

Parking is available for overnight guests' cars and small vans. Parking spaces are on a "first come" basis and we cannot guarantee there will always be parking spaces available. Overnight parking is for resident guests only. The company will not accept any responsibility for vehicles or their contents left in the car parks. All vehicles using the car parks must be taxed, insured and road worthy.

#### **Children**

Depending on the type of event it may not be appropriate for children to attend. Please check with us if you intend bringing any minors. Otherwise children under 14 years must be accompanied by an adult at all times anywhere on the premises. Children over 14 years must be closely supervised by a responsible adult at all times. Any person under 16 years must not use the swimming pool or spa facilities without a responsible adult present at all times.

#### **Lost & Found**

A handling charge will be made of forwarding personal possessions left on the premises.

#### **Internet Access & Wifi**

The company cannot & will not accept any responsibility for any viruses or other malicious programs that might affect your equipment while accessing the internet through the wireless network. This is a free unprotected network for guests only. We advise you to protect your equipment with the usual anti-virus and fire wall software available from any good computer shop or online. Access to our network is always at your own risk with your own equipment and we advise parents to carefully supervise internet access for children. Remember downloading certain information from certain websites can be illegal. By accessing the internet via the Croydon Hall wireless network you confirm that you are acting legally and that you will not attempt to access any illegal sites or attempt any illegal activity via our wireless network.

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**Croydon Hall is owned and operated by Round Clock Ltd.** Registered company no.05684606. Registered office Highland House, Mayflower Close, Chandlers Ford, Eastleigh, Hampshire, UK, SO53 4AR

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