



## Booking Conditions

These Booking Conditions apply to all bookings made between Cossington Park and its Clients. Cossington Park, “we” and “our” refer to the owner, Mr Graham Wason of Cossington Park, Middle Road, Cossington, Nr Bridgwater TA7 8LH and the Property. The Client, or “you” or “your” refers to the person who makes the booking with Cossington Park. Clients who book accommodation at Cossington Park agree that they and all Permitted Persons will be bound by these conditions. When you make a booking, you guarantee that you are aged 18 or over and have the authority to accept these Conditions on behalf of all Permitted Persons. Contracts are non-transferable.

### 1. Definitions

**“Advance Booking”** – a booking made at least 10 weeks in advance of the start of the Rental Period.

**“Deposit”** – a deposit payable by the Client under clause 5.2.

**“Fee” or “Rental Fee”** – the fee, based upon the number of Permitted Persons, for the Property for the Rental Period.

**“Permitted Persons”** – the persons who will be staying at Cossington Park during the Rental Period.

**“the Property”** – Cossington Park refers to the house, cottage, games room, gardens, car parking and other facilities and grounds as shown on plans on the Cossington Park website.

**“Rental Period”** - from 16.00 hours (4.00 p.m.) on the day of arrival until 10.00 hours on the day of departure.

**“Security Deposit”** – a deposit as may be required to be paid by the Client to Cossington Park at the time of booking.

**“VAT”** means value added tax. 3.

### 2. Permitted Persons

The number of Permitted Persons who will be staying at Cossington Park during the Rental Period must be advised in advance and no additional guests shall be permitted to stay overnight. The names of all Permitted Persons aged 16 and above on the first day of the Rental Period and the number and ages of children aged 15 and below must be provided before the start of the Rental Period. A limited number of day visitors who are not staying at Cossington Park are generally permitted but the number and names must be notified to and agreed with Cossington Park in advance.

The list of Permitted Persons, plus any requests relating to bedroom arrangements, such as twin or double beds, ‘put-u-up’ beds, sofa-beds and/or cots, must be notified to Cossington Park at least 14 days prior to the start of the Rental Period. Failure to provide the list of Permitted Persons, or to provide information relating to bedroom and bedding requirements, will incur an administration fee and/or housekeeping charge of £50 plus VAT.

### 3. Rental Period

The usual minimum Rental Period is three days, including the days of arrival and departure. Cossington Park reserves the right to reduce or

increase the minimum Rental Period at any time and specific enquiries will be dealt with accordingly.

### 4. Rental Fee

4.1 The Fee will be notified to the Client in advance. The Rental Fee includes VAT at the prevailing rate. A guide to Rental Fees is available on the Cossington Park website. We reserve the right to change the Rental Fee in the case of errors in advertised or confirmed prices and will do so as soon as Cossington Park becomes aware of such an error.

4.2 In the case of an Advance Booking, a deposit equal to one-third of the Fee is required to secure the booking. The balance must be paid in full 10 weeks before the start of the Rental Period. If payment of the balance is not received in time, we may cancel the booking. If the booking is made less than 10 weeks before the proposed date of arrival, full payment of the Fee is required to confirm the booking.

4.3 Clients are required to pay a Security Deposit at the time of booking or in any event not less than 10 weeks before the start of the Rental Period. Cossington Park reserves the right to deduct the cost or a reasonable estimation of the cost of repairs or missing items or special cleaning caused by damages or breakages or spillages that occur during the Rental Period, howsoever and by whomsoever caused. The quantification of such cost shall be determined solely by Cossington Park. The Security Deposit, or any balance remaining after deduction of



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such costs, will be returned to the Client within 30 days of the final day of the Rental Period. Cossington Park reserves the right to claim further reimbursement for damages or missing items in excess of the value of the Security Deposit.

### 5. Changes and Cancellations

5.1 You should notify us of any changes to your booking as soon as possible. Any changes, including a request to change the date of the booking are subject to availability and payment of a £25 plus VAT administration fee.

5.2 On receipt of a written request to cancel a booking, we will endeavour to re-let Cossington Park. If we succeed in re-letting for the same or greater Fee than for the booking that is cancelled, we will refund the Deposit or Fee paid, subject to deduction of an administration fee of £100 plus VAT. If we re-let for a lower Fee, we will refund any surplus remaining after deduction of the shortfall in Fee, subject to deduction of an administration fee of £100 plus VAT.

5.3 If Cossington Park is not re-let following receipt of a written request to cancel or in the event that the Client cannot honour the booking for any reason, there will be no refund and the full Fees will be due. Clients are advised to ensure that their holiday insurance covers cancellation charges.

5.4 Clause 6.2 and 6.3 above are subject to Cossington Park's rights under contract law to claim a sum in excess of the Deposit.

5.5 If Cossington Park becomes

unavailable prior to or during the Rental Period for any reason, we will refund the whole or a reasonable part of the Deposit or Fee paid by the Client.

### 6. The Property

6.1 Unless agreed in writing in advance with Cossington Park, You are not permitted to conduct any business, trade or profession from the Property, other than maintaining business communications by telephone, post or electronic means. If any Permitted Person behaves in such a way as to cause or be likely to cause danger or upset to any person or damage to any property or if persons who have not been notified to us in advance are staying at or visiting Cossington Park, we will be entitled to terminate the rental immediately and we will have no further responsibility to the Client. No refunds will be made and we will not be liable to any expenses or costs incurred as a result of the termination.

6.2 Permitted Persons are required to look after the fabric and contents of the Property, including decoration, furniture, fittings and equipment, and to leave everything in the same position, state of repair and clean condition as at the beginning of the Rental Period. If any Permitted Person is aware of any damage or breakage that occurs during the Rental Period, a member of Cossington Park staff should be notified immediately. The Client shall meet all reasonable costs of repairs for breakages or damages or additional cleaning or re-organisation on demand during or after the Rental Period. Cossington Park reserves the right to use any Security Deposit paid by the Client to meet such costs as detailed above at clause 5.3, and to seek additional reimbursement if

these costs exceed the Security Deposit.

### 7. Limitation of Liability

Subject to the remaining provisions of this clause, Cossington Park will not be liable in any circumstances to the Client whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any indirect or consequential loss arising under or in connection with this booking. Cossington Park's total liability in respect of all other losses, including damage to personal property caused by the negligence of Cossington Park or its employees, agents or subcontractors arising under or in connection with this booking shall, in no circumstances, exceed the total Fee payable by the Client for any single booking. Nothing in these booking conditions shall limit or exclude Cossington Park's liability for death or personal injury caused by its negligence or the negligence of its employees, agents or subcontractors, fraud, or fraudulent misrepresentation.

### 8. Complaints

If you are dissatisfied with your stay or if anything goes wrong, please notify the Manager and/or Housekeeper and/or Guest Care Coordinator of Cossington Park at the time that it arises. All reasonable efforts will be made to address problems as soon as possible. In the unlikely event that a dispute arises, or the issue cannot be resolved, Cossington Park offers a dispute arbitration service under the auspices of The English Association of Self Catering Operators.

### 9. General

Right of Entry – The owner, agents and employees of Cossington Park



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are permitted to enter the house and grounds at any reasonable time in order to carry out inspections or maintenance. To keep the extensive gardens in good condition, the gardener will be working whilst guests are in residence, usually visiting on an average of three days per week, depending on the weather and season. We are sensitive to our guests' wish for quiet and privacy.

**Liability, Health and Safety –**  
Cossington Park was built at a time when modern standards of safety and security did not apply. Whilst we have taken reasonable steps to ensure the comfort and safety of our guests, Permitted Persons must read our guidance notes in the house on arrival and take sensible precautions to look after themselves as well as the property and contents. Sensible precautions include not allowing children to play near garden walls, garden ponds, electrical installations and equipment.

**Security –** a burglar and fire security alarm system is maintained at Cossington Park. Permitted Persons are required to activate the system during the Rental Period whenever they leave the property in accordance with instructions that will be provided on arrival or in the Property.

**Accuracy –** Although we have endeavoured to describe Cossington Park accurately in brochures and on websites, minor variations in facilities and services may occur due to maintenance, painting, replacement of equipment, breakdown of equipment or interruption of services provided to Cossington Park. Cossington Park takes no responsibility for the failure of publically provided services such as electricity, telephone, television,

Internet and water.

Fireworks and Chinese lanterns - as there is a farm next door, these are strictly prohibited.

Animals - Certain pets are permitted if paid for in advance however they are not permitted upstairs or on upholstered furniture. Suitable blankets and pet bedding must be provided by the Client to protect floor coverings and furniture. Clients must remove animal faeces from inside and outside the property and dispose of these in a suitable manner. Pets must not be permitted to disturb people or farm animals at neighbouring properties.

Smoking – is not permitted in any part of the Property.

Noise – guests are asked not to make undue levels of noise that could disturb neighbours and others in the village of Cossington.

Horses - the field at the end of the Cossington Park gardens, Bushey Close, which belongs to Cossington Park, is used on occasions for stabling and exercising of horses. Guests are requested to respect the privacy of horses and those looking after them.

Wood burning stoves – fires in the wood-burning stoves in the Drawing Room and the Library Dining Room must not be allowed to burn too vigorously and must be attended at all times. The fireguards provided must be used. No open fires are permitted anywhere at Cossington Park other than in the built-in barbecues outside Park House and Park Cottage.

Piano - The antique piano is normally kept locked. It can be made available

to experienced musicians if requested in advance and on payment of the cost of tuning of £100 plus VAT.

### 10. Law and Jurisdiction

English law will apply to the agreement made between Cossington Park and Clients including these booking conditions and to any dispute or claim that arises from such agreement. Any such dispute must be dealt with by the EASCO Arbitration Scheme or under the exclusive jurisdiction of the Courts of England and Wales.

Cossington Park  
February 2018