

Sugnall Terms and Conditions

Preamble	Reservations and financial responsibilities will be made with a single named individual on behalf of a group. 'You' below addresses this person.
1. Basis of Contract	<p>The submission of the 'Make Reservation' form by you will constitute an offer to take a temporary license of Sugnall Hall from the Sugnall Estate in accordance with these Terms and Conditions and the 'House Rules' set out on the 'Plan your Stay' page and 'Key facts'. The deposit (see 3 below) will prompt the Sugnall Estate to issue a formal acceptance of the reservation by means of a written letter. That will be the point at which a contract comes into being (the 'Contract'). This Contract shall be governed by and construed in accordance with English law and subject to the exclusive jurisdiction of the English Courts.</p> <p>This Contract is for the purpose of a short stay only and does not create a Landlord-Tenant relationship.</p>
2. The Price	The Price can be discussed after you have sent an Enquiry Form. It will vary by the nature and length of your stay, time of year and other factors, and should be agreed prior to sending the Make Reservation form. The Price will then be specified in our written confirmation. The Price will be inclusive of VAT where applicable.
3. Payment	<p>A deposit of one-third of the Price agreed is payable if the reservation is made more than three months before the date the first day of the stay ('Commencement Date'). The balance of the Price and a Cautionary Deposit (see 4 below) are payable three months before the Commencement Date. Non-payment of the balance of the Price or the Cautionary Deposit on or before the due date shall be construed as a cancellation of the Contract by you.</p> <p>For reservations made less than three months before the Commencement Date, the full Price and the Cautionary Deposit are payable on delivery of the Make Reservation form.</p>
4. Cautionary Deposit	The Cautionary Deposit is £1,500. You agree to comply with the obligations detailed in paragraphs 9 and 10 below during your stay. We will deduct from the Cautionary Deposit the cost of remedying the breakages, damage or extra cleaning required, together with the cost of any associated extra services or goods. The balance of the Cautionary Deposit will be refunded to you within 30 days of the end of the stay.
5. Cancellation	Any cancellation made by you for whatever reason shall be in writing and addressed to the Trustees of the Sugnall Estate at New Windsor House, Oxon Business Park, Bicton Heath, Shrewsbury SY3 5JH. We will then re-market Sugnall Hall. If successful, we can reimburse you, though if we succeed in obtaining another reservation for only

	<p>part of the period booked by you the refund will be pro-rata.</p> <p>If we are unable to obtain another reservation for the dates in question the full balance owing will remain payable by you, or the monies paid will be forfeited in part or in whole to cover the shortfall.</p> <p>We strongly recommend that you consider Cancellation Insurance</p>
6. Changes of Date	We may at our discretion agree to change the dates of your stay upon receipt of a written or e-mail request from you.
7. Pricing changes	We reserve the right to change the pricing policy of Sugnall Hall at any time without prior notification. However the Price and Cautionary Deposit are fixed and unalterable once a reservation is made, except for any extras.
8. Use of Property	The number of persons occupying Sugnall Hall must not exceed the number specified in your reservation. The type of group using the hall should be described during the enquiry process and may be restricted by the conditions set out in the 'Plan your Stay' page. The hall and gardens shall not be used for commercial photography or filming, or other revenue-raising activity, without prior consent. We reserve the right to refuse entry to your entire group if these conditions are not observed.
9. Care of the Property	You should leave Sugnall Hall including its grounds as you found it, incurring normal housekeeping and gardening requirements only. You shall keep it and its furnishings, pictures, kitchen equipment and all other fittings and effects in good and clean condition.
10. Breakages or Damage	In the event of breakages, damage or the need for additional cleaning you shall be liable to reimburse us for the cost of remedying them, together with the cost of any associated extra services or goods. These costs will be deducted from your Cautionary Deposit, but are not limited to that amount. You will be invoiced for any costs above the amount of the Cautionary Deposit.
11. House Rules	Guidance on booking periods, children, pets, noise, smoking and other matters are set out on the 'Plan your Stay' page. Some of the guidance specifies restrictions on use and activity, and infringement may result in termination of the Contract, with the forfeiture of monies paid.
12. Liability	We (for ourselves, employees and agents) shall not be liable to you or third parties for any accident, damage, loss, injury, expense or inconvenience, which may be suffered, incurred, arise out of or in any way connected with the stay. No term of the Contract is enforceable under the Contracts (Rights of The Third Parties) Act 1999 by a person who is not a party to the Contract. If Sugnall Hall becomes unavailable or unusable for some reason prior to the date of a booking, we will reimburse you for any monies paid.

13. Warranties	We do not warrant and are not responsible for the accuracy of any verbal information given or statements made by our staff.
14. Website and advertisements	We aim to ensure that the information and descriptions provided on the Sugnall website, as well as any authorized third-party, websites or advertisements are accurately conveyed. However information provided on the 'In the area' page is advisory only and we cannot accept responsibility for any changes or closures to local area amenities or attractions mentioned or advertised elsewhere. As we are always seeking to improve services and facilities small differences between the actual accommodation and its description may occur. Occasionally, some facilities or services may become unavailable, in which case we will tell you as soon as reasonably practical.
15. Third party contracts	You may wish to enter further contracts, for example for catering or organised activities. Although we will do our best to put you in touch with potentially suitable contractors your contracts with third parties will not involve us, and we cannot be held responsible for any contractual arrangements or disputes arising.
16. Right of Entry	We shall be allowed the right of entry to the hall at all reasonable times for purposes of inspection or to carry out any necessary repairs or maintenance.
17. Complaints	Should there be any cause for complaint during the occupation of Sugnall Hall it should be notified to us promptly so that we can rectify the matter. In the case of serious complaints they should be confirmed in writing.